

# **South Carolina E-911 Telecommunications Operator Job Task Analysis Survey**

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**South Carolina Department of Public Safety  
Criminal Justice Academy Division**

In conjunction with

**Stanard & Associates, Inc.**



# The South Carolina E-911 Telecommunications Operator Job-Task Analysis Survey

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## **I. Introduction**

The purpose of the job task analysis described in this document was to generate the data necessary to validate the E-911 telecommunications operator training curriculum for which the South Carolina Department of Public Safety - Criminal Justice Academy Division (SCDPS-CJAD) and Instructional Standards and Support Section (ISSS) is responsible. This document contains the results of the analysis of data collected via the 2005 South Carolina E-911 Telecommunications Operator Job-Task Analysis (TOJTA) Survey. The survey procedures and instrument were developed by the SCDPS-CJAD and ISSS. The job-task list construction took place in August, 2004. The construction of the survey instruments was completed in January, 2005. One survey instrument was created for telecommunications operators to provide the frequency with which they performed the tasks; another survey instrument was created for supervisors of telecommunications operators to provide the criticality of those tasks. Distribution of the survey instruments to the South Carolina telecommunications operator community was initiated in January, 2005. The tabulation and analysis processes began in March, 2005. Results were delivered by Stanard & Associates, Inc. (S&A) to SCDPS-CJAD, ISSS in March of 2005.

The primary goal of conducting this job-task analysis was to identify tasks or groups of tasks that are essential to the performance of the telecommunications operation job; the intent was to identify the tasks necessary for telecommunications operators to successfully perform their assigned job duties. To achieve this goal, a list of broad functional areas was created by subject matter experts (SMEs), and then an exhaustive list of potential tasks related to these broad functional areas was created. One version of the TOJTA allowed telecommunications operators to indicate the frequency with which they performed each task (how often a given task is performed), and the other version of the TOJTA allowed supervisors to indicate the criticality of those tasks (how important a given task is to overall functioning).

Once essential job tasks are identified in terms of their frequency and criticality, a comparison can be made between each essential job-task to its respective training curriculum. Additions, deletions or modifications to the existing training curriculum can then be made to ensure all essential job tasks are addressed thoroughly during the training program.

## **II. Methodology**

### ***A. Task Item Construction***

#### **1. 2005 S.C. E-911 Telecommunications Operator Job-Task Analysis Survey**

In August of 2004, an SME panel comprising 24 E-911 telecommunications professionals from a variety of agencies throughout South Carolina got together to discuss E-911 telecommunications training and the tasks that are required of successfully performing telecommunications operators. The 24 SMEs, their job titles, and the agencies with which they are affiliated are presented below.

Judy G. Spell, Director  
Columbia-Richland 911 Communications

Kimberly R. Gathers, Operations Officer  
Columbia-Richland 911 Communications

Kenneth Brown, Training Officer  
Columbia-Richland 911 Communications

Cari M. Reinberg, Training Coordinator  
Lexington County Communications

Nikki Rodgers, Administrator  
Lexington County Communications

Chip Hlavacek, Communications Supervisor  
Charleston County EMS

Allyson Ford, Communications Manager  
Charleston County Sheriff's Office

Jaclyn Seanor, Communications Training Supervisor  
Charleston County Sheriff's Office

Jacquiline D. Brathwaite, Senior Emergency Services Dispatcher  
Charleston County Emergency Services

Bill Petrea, Communications/Records Director  
Goose Creek Police Department

Eve Eggiman, 911 Manager  
Georgetown County 911 Communications

James M. Mock, Jr., Emergency Services Director  
Georgetown County Emergency Services

Gayle S. Whitlock, Planning and Research Officer  
University of South Carolina – Division of Law Enforcement and Safety

Joey Wallace, 911 Training/Public Education Manager  
York County Emergency Management

Sara K. Pace, 911 Shift Supervisor  
York County Office of Emergency Management

Morgan Wyatt, Telecommunicator  
York County Officer of Emergency Management

William Potter, Jr., Telecommunications Officer I  
York County Office of Emergency Management

Vicki Martin, 911 Shift Supervisor  
York County Office of Emergency Management

Candie Jurey, Telecommunications Office  
York County Office of Emergency Management

Jimmy Lamb, Supervisor  
Spartanburg County Communication/911

Mike West, Training/Public Education Coordinator  
Spartanburg Communicaitons/911

Ralph Merchant, 911 Director  
York County Office of Emergency Management

Edwin Felix, Senior 911 Instructor  
South Carolina Department of Public Safety – Criminal Justice Academy Division

Kelly Bush, Criminology Instructor  
South Carolina Department of Public Safety – Criminal Justice Academy Division

The SMEs identified an exhaustive list of potential job tasks that could be required of successfully performing telecommunications operators. The final 2005 South Carolina TOJTA consisted of 194 job tasks and is presented in Appendix A.

## ***B. Essential Job Functions***

### **1. Development of Essential Job Functions**

When conducting job analyses, it is important to consider the implications of the Americans with Disabilities Act (ADA), which affects employers of all types including public safety agencies, when analyzing and summarizing job analysis data. Specifically, ADA legislation reinforces the need for employers to ensure that their human resources practices are founded on essential job functions; doing so ensures those practices are valid (i.e., job-related) and consistent with business necessity.

Section 101(8) of the ADA defines a “qualified individual with a disability” as:

“...an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires. For the purposes of this title, consideration shall be given to the employer’s judgment as to what functions of a job are essential, and

if an employer has prepared a written description... this description shall be considered evidence of the essential functions of the job.”

In general, “essential functions” are fundamental, basic, necessary or vital tasks of the job. They do not include tasks that are incidental to the job, tasks that are performed infrequently, or tasks that are not performed at all. However, infrequency of performance is not enough to render a task as “non-essential.” In determining whether a task is essential, several factors are important. First, it is important to consider whether the position exists in which to perform the function. Second, it is important to determine whether the number of employees available to perform the particular job or task can affect the importance of the task. Third, it is important to assess the degree of expertise needed to perform the task. Whether or not a task is essential is a factual determination that must be made on a case-by-case basis. Therefore, specific knowledge about the job’s contents and variables is necessary to help determine if a task is essential.

As such, part of the current job analysis consisted of identifying the essential functions of the telecommunications operator job as defined by SMEs within South Carolina. Additionally, job task analysis data were collected, and the results for each task are reported by each of the essential functions to help determine whether current training curricula are appropriate and whether any changes may be necessary.

The 24 SMEs listed above identified 30 broad essential functions required of successful telecommunications operators. Steven P. Allscheid, Ph.D. of Stanard & Associates, Inc. examined the 194 job tasks and assigned each of them to the 30 essential job functions. In some instances, a job task was assigned to multiple essential job functions, but in others, only one job task was assigned to an essential job function. As Dr. Allscheid was assigning job tasks to each of the 30 essential job functions, he identified two additional essential job functions to which he assigned job tasks that did not belong to any of the previously developed 30 essential job functions. As a result, a final list of 32 essential job functions was created and was reviewed by SMEs in the SCDPS-CJAD, ISSS. The results section of this document contains summary statistics for job tasks within each of the 32 essential job functions. This list is useful for identifying the most important training elements within each essential job function. The list of 32 essential job functions for E-911 telecommunications operators is presented below.

## **2. List of Essential Job Functions**

The following are the “essential job functions” that are common to all E-911 telecommunications operators in South Carolina. The successful trainee must be able to perform ALL of the essential job functions of an E-911 telecommunications operator, unassisted, and at a pace and level of performance consistent with the actual job performance requirements.



<b>Essential Job Function:</b>	<b>Explanation</b>
1. Answer Phones.	Answer 911 phone lines in accordance with State Statute Title 23, Chapter 47 et al. Listens to phone calls, accurately keys-in information, and relays calls for service to complete a dispatch process. Listens attentively to background noises to assess a situation.
2. Receive and Process Caller Information.	Be able to gather, sort, compile and interpret information received from callers and field units.
3. Dispatch by Appropriate Means.	Based on priority and jurisdiction, the telecommunicator must dispatch the most appropriate and closest available unit, relaying all pertinent information to emergency responders taking into account in-progress calls, e.g., bomb threats, bank alarms, hazardous materials spill, etc.
4. Monitor Progress of Calls.	Assign back-up personnel as needed and or call-off field units to higher priority calls for service according to priorities or unfolding events.
5. Track Resource Activity/Status.	Monitor and document field unit activities. Identify potential risks to responding field units and transmit such information, e.g., persons with weapons, hazardous materials spills, hazardous conditions, etc. Includes all man-made or natural conditions.
6. Coordinate Additional Responses.	Receive calls for specialized units or equipment and request assistance from public or private entities as needed. Receive, relay, and coordinate Mutual Aid between Federal, State, and Local agencies as well as private entities, e.g., water departments, electric company, contractors, etc.
7. Provide Emergency Notifications.	Make appropriate notifications using available systems.
8. Maintain Knowledge Of Communications, User Agency Guidelines, And Operational Procedures.	The telecommunicator will be knowledgeable of current agency policy. Comprehends and follows Federal Communications Commission Rules and Regulations and maintains the integrity of the public safety radio system.
9. Effective oral and written communications.	Respond to selective wording as well as employ active listening and proper questioning. Initiate and complete clear and concise written documentation.
10. Represent the Communications Center In Formal Settings.	Demonstrate communications skills in court and other formal settings to include educational presentations to the public.
11. Knowledge of Equipment Used.	Be skilled in the operation of all equipment used in the performance of daily duties.
12. Maintain Professional Demeanor.	Be able to maintain a professional demeanor while enduring verbal and mental abuse when confronted with hostile views and opinions.

<b>Essential Job Function:</b>	<b>Explanation</b>
13. Ability to Multi Task.	Conduct with proficiency, numerous tasks simultaneously to include but not limited to, the relaying of potentially dangerous situations received by telephone, teletype or radio transmissions.
14. Provide Quality Customer Service.	Handle situations in an efficient and professional manner, demonstrating courtesy, respect and concern for customers, concluding every conversation with a positive tone.
15. Research Information.	Seek, gather and collect information for dissemination which may impact the response and/or operations of field units or the communications center. To include but not limited to weather reports, warnings, announcements, All Points Bulletins, "Be On the Lookout" announcements, missing persons reports, etc. Speak with other communications centers to verify and/or gather information which may also identify or verify trends.
16. Maintain Confidentiality.	Maintain confidentiality as to the information obtained by safety personnel or for public safety personnel for public safety purposes. This information is not available under the Freedom of Information Act. Not disclose for any purpose other than for the use of the 911 system or other emergency calling system, information contained in the database of the telephone network or other emergency calling system.
17. Availability for Tactical Dispatch.	Responds and deploys to high risk or disaster incidents with mobile command staff to facilitate effective communications.
18. Available For Emergency Recall.	Responds in a timely manner to augment the communications center in times of man-made or natural disasters. Understands the role of the telecommunicator in the local response plan. Comprehends specific procedures and protocols to follow in disaster situations.
19. Operate Under Emergency Conditions.	Operate under other-than-normal operating conditions as a result of a man-made, natural disaster or the simulation thereof. Using non-automated systems or commonly known "manual mode".
20. Maintain Communications Center Security.	Maintain the physical integrity of the communications center from unauthorized intrusions.
21. Meet And Maintain Training Requirements.	Work affirmatively and diligently to comply with all training requirements.
22. Maintain Certifications.	Comply with all training requirements to maintain all necessary certifications to ensure currency.

<b>Essential Job Function:</b>	<b>Explanation</b>
23. Provide On The Job Training.	Provide affirmative “On the Job Training” to new co-workers to bring about their expedient assimilation into the work environment.
24. Maintain Jurisdictional Geographical Knowledge.	Allocates and directs units to standby positions, informs of road closings or obstructions, directs responding units to alternate routes, identifies cross streets, and facilitates pursuits.
25. Engage In Problem Solving And Reasoning Techniques.	Use reasonable and positive time-tested problem solving techniques to ensure a productive work place atmosphere and efficiency.
26. Brief Oncoming Telecommunications Personnel.	Ensure their awareness of incidents, issues, current activities and/or possible trends.
27. Maintain a Healthy Emotional State.	Remains aware of resources available, such as Critical Incident Debriefing, Employee Assistance Program and the like, to address emotional concerns that may impede the level of self-control and effectiveness.
28. Demonstrate Sound Judgment.	Receive printouts to include but not limited to “BOLO”, messages from the National Warning System, NCIC, CJICS, and assign importance and priorities for dissemination to proper personnel. Recognizes unusual conditions and makes appropriate notifications, e.g., multiple casualties, hazardous materials incidents, terrorism incidents, etc. Uses available sources and resources to identify hazards to responding units.
29. Provides Services To The Hearing Impaired Community.	Recognizes incoming TDD/TTY calls and operates equipment effectively to determine type of services needed and respond appropriately.
30. Facilitate Communications.	Establish and maintain communications links between field units and service agencies.
31. Enter Data/Information	Enter both data (e.g, codes, numbers, etc.) and narrative information into the computer.
32. Handle Reports, Records and Perform Administrative Tasks	Complete paperwork and other administrative tasks that are not directly involved in dispatching and call taking functions; also involves basic physical requirements.

### ***C. Survey Instrument Construction***

One survey was created to determine the frequency with which E-911 telecommunications operators perform the 194 job tasks that were assigned to the various essential job functions. A separate survey was created to determine the criticality or importance of those job tasks.

## **1. Frequency Survey and Equipment List**

A survey booklet to determine frequency with which E-911 telecommunications operators perform each job task was created. The frequency survey consisted of a booklet with each job task listed and a response form. Respondents were asked to complete a scannable form including demographic information, an assessment of the frequency in which they performed the 194 job tasks (using a Likert-type response scale), and a section related to the equipment list. Two questions were assessed related to 66 equipment items. Respondents were asked “Is the equipment item available for use?” and “Do you use this equipment item during the course of your duties?”

Mr. Donald Noe organized the scan form for respondents to complete for the frequency and equipment survey. Mr. Noe has documented in detail the procedures used to create the scan form. In addition, Mr. Noe was also responsible for scanning each of the completed forms that were returned to the SCCJA. The entire procedures and details for decisions related to the creation of the scan form and the scanning procedures used with returned responses are presented in the E911 Job-Task Analysis Frequency: Response Form Development, Data Capture, and Data Conversion report (Noe, 2005). A copy of the complete frequency survey booklet is presented in Appendix B.

## **2. Criticality Survey**

A survey booklet to determine the importance or criticality of each of the 194 job tasks was created. The criticality survey consisted of a booklet with each job task listed and a response form. The respondents were asked to complete a scannable form including demographic information, complete an assessment of the criticality or importance of each of the 194 job tasks (using a Likert-type response scale), and assess whether the job task should be learned in basic E-911 telecommunications operator training or in advanced training at the SCCJA. Mr. Donald Noe organized the scan form for respondents to complete for the criticality survey. Mr. Noe documented in detail the procedures used to create the scan form. In addition, Mr. Noe was also responsible for scanning each of the completed forms that were returned to the SCCJA. The entire procedures and details for decisions related to the creation of the scan form and the scanning procedures used with returned responses are presented in the E911 Job-Task Analysis Criticality: Response Form Development, Data Capture, and Data Conversion report (Noe, 2005). A copy of the complete criticality survey booklet is presented in Appendix C.

## ***D. Survey Instrument Distribution and Responses***

### **1. Frequency and Equipment List Survey**

A list of all telecommunications operators with more than 1 year of experience was created from certification files at the SCCJA. The names and employers of the telecommunications operators selected were determined. Approximately 629 individuals were identified who fit this description. Surveys were mailed to the agencies

with instructions to have the individuals identified to fill out the surveys. Survey packages were mailed in January of 2005 with instructions to return the forms to the SCCJA in the month of February, 2005. Usable cases were obtained from 171 respondents. More specific information regarding the completed and returned responses to the frequency and equipment list survey is presented in the E911 Job-Task Analysis Frequency: Response Form Development, Data Capture, and Data Conversion report (Noe, 2005). .

## 2. Criticality Survey

Approximately 552 supervisors to E-911 telecommunications operators were identified from approximately 138 agencies. Surveys were mailed to the agencies with instructions to have the supervisors identified fill out the surveys. Survey packages were mailed the week in January of 2005 with instructions to return the forms to the SCCJA in the month of February, 2005. Usable cases were obtained from 112 respondents. More specific information regarding the completed and returned response to the criticality survey is presented in the E911 Job-Task Analysis Criticality: Response Form Development, Data Capture, and Data Conversion report (Noe, 2005).

## III. Results

### *A. Demographic Information for Respondents to Frequency and Equipment Survey*

A total of 171 individuals completed the frequency and equipment list survey. If participants provided invalid responses to some variables (for example, entering a value of "13" in the Educational Level variable when valid values ranged from 01 to 09), those invalid values were recoded as "system missing" values. In subsequent sections, frequency distributions of sample participants by each demographic variable are presented.

#### 1. Frequency and Percentage of Respondents by Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Female	132	77.2	77.2	77.2
Male	39	22.8	22.8	100.0
Total	171	100.0	100.0	

#### 2. Frequency and Percentage of Respondents by Race

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Black	43	25.1	25.1	25.1
White	128	74.9	74.9	100.0
Total	171	100.0	100.0	

### 3. Frequency and Percentage of Respondents by Title

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dispatcher (radio only/primarily)	4	2.3	2.4	2.4
	Call Taker (telephone only/primarily)	3	1.8	1.8	4.3
	Telecommunicator (both)	148	86.5	90.2	94.5
	Trainer/OJT Trainer	3	1.8	1.8	96.3
	Supervisor	6	3.5	3.7	100.0
	Total	164	95.9	100.0	
Missing	System	7	4.1		
Total		171	100.0		

### 4. Frequency and Percentage of Respondents by Department Size

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - 5	2	1.2	1.2	1.2
	6 - 10	27	15.8	15.9	17.1
	11 - 15	38	22.2	22.4	39.4
	16 - 20	21	12.3	12.4	51.8
	21 and over	82	48.0	48.2	100.0
	Total	170	99.4	100.0	
Missing	System	1	.6		
Total		171	100.0		

### 5. Frequency and Percentage of Respondents by Department Type

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Law enforcement police only	21	12.3	12.7	12.7
	Law enforcement sheriff only	9	5.3	5.4	18.1
	LE and Fire only	25	14.6	15.1	33.1
	Fire and EMS only	14	8.2	8.4	41.6
	Combined LE, Fire, and EMS	97	56.7	58.4	100.0
	Total	166	97.1	100.0	
Missing	System	5	2.9		
Total		171	100.0		

## 6. Frequency and Percentage of Respondents by Environment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Primarily Urban (i.e., city or town)	47	27.5	27.8	27.8
	Primarily Rural (i.e., farmland, county, etc.)	21	12.3	12.4	40.2
	Mixed Urban and Rural	101	59.1	59.8	100.0
	Total	169	98.8	100.0	
Missing	System	2	1.2		
Total		171	100.0		

## 7. Frequency and Percentage of Respondents by Years of Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.6	.6	.6
	1	8	4.7	4.7	5.3
	2	15	8.8	8.8	14.1
	3	32	18.7	18.8	32.9
	4	40	23.4	23.5	56.5
	5	34	19.9	20.0	76.5
	6	11	6.4	6.5	82.9
	7	11	6.4	6.5	89.4
	8	3	1.8	1.8	91.2
	9	5	2.9	2.9	94.1
	10	3	1.8	1.8	95.9
	11	1	.6	.6	96.5
	15	2	1.2	1.2	97.6
	17	1	.6	.6	98.2
	18	2	1.2	1.2	99.4
	28	1	.6	.6	100.0
	Total	170	99.4	100.0	
Missing	System	1	.6		
Total		171	100.0		

## 8. Frequency and Percentage of Respondents by Education Level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	GED	11	6.4	6.8	6.8
	High School Graduate	108	63.2	66.7	73.5
	Two-year degree	27	15.8	16.7	90.1
	Four-year degree	9	5.3	5.6	95.7
	Graduate level work (not completed)	7	4.1	4.3	100.0
	Total	162	94.7	100.0	
Missing	System	9	5.3		
Total		171	100.0		

## 9. Frequency and Percentage of Respondents by the Question “Have you been trained and/or certified in another state as a telecommunications operator?”

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	10.5	10.5	10.5
	No	153	89.5	89.5	100.0
	Total	171	100.0	100.0	

## 10. Frequency and Percentage of Respondents by the Question “Are you Emergency Medical Dispatch certified?”

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	84	49.1	49.4	49.4
	No	86	50.3	50.6	100.0
	Total	170	99.4	100.0	
Missing	System	1	.6		
Total		171	100.0		

## 11. Frequency and Percentage of Respondents by the Question “Do you hold any national certifications for telecommunications operators?”

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	69	40.4	42.1	42.1
	No	95	55.6	57.9	100.0
	Total	164	95.9	100.0	
Missing	System	7	4.1		
Total		171	100.0		



**12. Frequency and Percentage of Respondents by the Question “Does your department use Computer Aided Dispatch?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	160	93.6	93.6	93.6
	No	11	6.4	6.4	100.0
	Total	171	100.0	100.0	

**13. Frequency and Percentage of Respondents by the Question “Do you participate in annual in-service training and/or continuing education?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	133	77.8	80.6	80.6
	No	32	18.7	19.4	100.0
	Total	165	96.5	100.0	
Missing	System	6	3.5		
Total		171	100.0		

**14. Frequency and Percentage of Respondents by the Approximate Total Number of Dispatch Clients, Persons or Personnel (All Agencies for which One Dispatches, from One Location).**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-25	38	22.2	23.2	23.2
	26-50	17	9.9	10.4	33.5
	51-100	13	7.6	7.9	41.5
	101-200	20	11.7	12.2	53.7
	201-300	18	10.5	11.0	64.6
	301-400	10	5.8	6.1	70.7
	401 or more personnel	48	28.1	29.3	100.0
	Total	164	95.9	100.0	
Missing	System	7	4.1		
Total		171	100.0		

**15. Frequency and Percentage of Respondents by the Approximate Total Number of Calls for Service Per Year Handled by One's Agency.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	101-500	1	.6	.6	.6
	1,001-5,000	5	2.9	3.0	3.6
	5,001-10,000	10	5.8	6.1	9.7
	10,001-25,000	27	15.8	16.4	26.1
	25,001-50,000	26	15.2	15.8	41.8
	50,001-100,000	24	14.0	14.5	56.4
	100,001 or more calls	72	42.1	43.6	100.0
	Total	165	96.5	100.0	
Missing	System	6	3.5		
Total		171	100.0		

**16. Frequency and Percentage of Respondents by the Approximate Average Number of Annual In-service and/or Continuing Education Hours in which One Participates.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	less than 4 hours	47	27.5	28.5	28.5
	4-8	27	15.8	16.4	44.8
	9-12	29	17.0	17.6	62.4
	13-20	11	6.4	6.7	69.1
	21 or more hours	51	29.8	30.9	100.0
	Total	165	96.5	100.0	
Missing	System	6	3.5		
Total		171	100.0		

**17. Frequency and Percentage of Respondents by the Question "Is there a set and defined on-the-job training program for telecommunications in your agency?"**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	145	84.8	85.8	85.8
	No	24	14.0	14.2	100.0
	Total	169	98.8	100.0	
Missing	System	2	1.2		
Total		171	100.0		

**18. Frequency and Percentage of Respondents by the Approximate Average Number of Days of On-the-Job Training in One's Agency.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-2 days	20	11.7	12.3	12.3
	3-5 days	10	5.8	6.2	18.5
	6-10 days	14	8.2	8.6	27.2
	11-15 days	13	7.6	8.0	35.2
	16-20 days	4	2.3	2.5	37.7
	21 days or more	101	59.1	62.3	100.0
	Total	162	94.7	100.0	
Missing	System	9	5.3		
Total		171	100.0		

**19. Frequency and Percentage of Respondents by the Question “Approximately how long were you employed as a telecommunications operator before being certified by the South Carolina Criminal Justice Academy?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-3 months	39	22.8	23.2	23.2
	4-6 months	56	32.7	33.3	56.5
	7-12 months	45	26.3	26.8	83.3
	13-24 months	18	10.5	10.7	94.0
	25-36 months	4	2.3	2.4	96.4
	37-60 months	3	1.8	1.8	98.2
	61 months or more	3	1.8	1.8	100.0
	Total	168	98.2	100.0	
Missing	System	3	1.8		
Total		171	100.0		

**20. Frequency and Percentage of Respondents by the Question “Is there a critical incident stress or employee assistance program available for post incidents in your departments?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	115	67.3	73.7	73.7
	No	41	24.0	26.3	100.0
	Total	156	91.2	100.0	
Missing	System	15	8.8		
Total		171	100.0		

**21. Frequency and Percentage of Respondents by the Question “Is your agency accredited (e.g., CALEA, etc.)?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	96	56.1	62.7	62.7
	No	57	33.3	37.3	100.0
	Total	153	89.5	100.0	
Missing	System	18	10.5		
Total		171	100.0		

**22. Frequency and Percentage of Respondents by the Question “Does your agency have a policy and procedure manual?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	164	95.9	95.9	95.9
	No	7	4.1	4.1	100.0
	Total	171	100.0	100.0	

**23. Frequency and Percentage of Respondents by the Question “Is the policy and procedure manual readily available for reference?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	165	96.5	96.5	96.5
	No	6	3.5	3.5	100.0
	Total	171	100.0	100.0	

**24. Frequency and Percentage of Respondents by the Question “What is the approximate duration of the shifts that you are assigned to work?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	8 hours	30	17.5	17.6	17.6
	10 hours	4	2.3	2.4	20.0
	12 hours	135	78.9	79.4	99.4
	13 or more	1	.6	.6	100.0
	Total	170	99.4	100.0	
Missing	System	1	.6		
Total		171	100.0		

**25. Frequency and Percentage of Respondents by the Question “Does your agency have an emergency response policy describing the duties of a telecommunications operator for responding to incidents involving Weapons of Mass Destruction?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	117	68.4	72.7	72.7
	No	44	25.7	27.3	100.0
	Total	161	94.2	100.0	
Missing	System	10	5.8		
Total		171	100.0		

**26. Frequency and Percentage of Respondents by the Question “Does your agency have an emergency response policy describing the duties of a telecommunications operator for responding to incidents involving Acts of Terrorism?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	120	70.2	74.5	74.5
	No	41	24.0	25.5	100.0
	Total	161	94.2	100.0	
Missing	System	10	5.8		
Total		171	100.0		

***B. Demographic Information for Respondents to Criticality Survey***

Approximately 112 individuals completed the criticality survey. As with the frequency survey, if criticality survey participants provided invalid responses to some variables (for example, entering a value of “13” in the Educational Level variable when valid values ranged from 01 to 09), those invalid values were recoded as “system missing” values. In subsequent sections, frequency distributions of sample participants by each demographic variable are presented.

**1. Frequency and Percentage of Respondents by Gender**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	82	73.2	73.2	73.2
	Male	30	26.8	26.8	100.0
	Total	112	100.0	100.0	

## 2. Frequency and Percentage of Respondents by Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black	31	27.7	27.7	27.7
	White	81	72.3	72.3	100.0
	Total	112	100.0	100.0	

## 3. Frequency and Percentage of Respondents by Rank

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Telecommunicator (both)	10	8.9	9.1	9.1
	Trainer/OJT Trainer	8	7.1	7.3	16.4
	Supervisor	62	55.4	56.4	72.7
	Telecommunications Assistant	10	8.9	9.1	81.8
	Director	20	17.9	18.2	100.0
	Telecommunications Director	20	17.9	18.2	100.0
	Total	110	98.2	100.0	
Missing	System	2	1.8		
Total		112	100.0		

## 4. Frequency and Percentage of Respondents by Department Size

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - 5	2	1.8	1.8	1.8
	6 - 10	16	14.3	14.5	16.4
	11 - 15	31	27.7	28.2	44.5
	16 - 20	21	18.8	19.1	63.6
	21 and over	40	35.7	36.4	100.0
	Total	110	98.2	100.0	
Missing	System	2	1.8		
Total		112	100.0		

## 5. Frequency and Percentage of Respondents by Department Type

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Law enforcement police only	16	14.3	14.5	14.5
	Law enforcement sheriff only	5	4.5	4.5	19.1
	LE and Fire only	17	15.2	15.5	34.5
	Fire and EMS only	6	5.4	5.5	40.0
	Combined LE, Fire, and EMS	66	58.9	60.0	100.0
	Total	110	98.2	100.0	
Missing	System	2	1.8		
Total		112	100.0		

## 6. Frequency and Percentage of Respondents by Environment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Primarily Urban (i.e., city or town)	33	29.5	30.0	30.0
	Primarily Rural (i.e., farmland, county, etc.)	16	14.3	14.5	44.5
	Mixed Urban and Rural	61	54.5	55.5	100.0
	Total	110	98.2	100.0	
Missing	System	2	1.8		
Total		112	100.0		

## 7. Frequency and Percentage of Respondents by Years Experience Years of Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	3.6	3.6	3.6
	3	4	3.6	3.6	7.2
	4	5	4.5	4.5	11.7
	5	5	4.5	4.5	16.2
	6	5	4.5	4.5	20.7
	7	7	6.3	6.3	27.0
	8	12	10.7	10.8	37.8
	9	8	7.1	7.2	45.0
	10	3	2.7	2.7	47.7
	11	5	4.5	4.5	52.3
	12	3	2.7	2.7	55.0
	13	6	5.4	5.4	60.4
	14	4	3.6	3.6	64.0
	15	8	7.1	7.2	71.2
	16	3	2.7	2.7	73.9
	17	5	4.5	4.5	78.4
	18	2	1.8	1.8	80.2
	19	2	1.8	1.8	82.0
	20	6	5.4	5.4	87.4
	21	4	3.6	3.6	91.0
	22	2	1.8	1.8	92.8
	23	1	.9	.9	93.7
	24	2	1.8	1.8	95.5
	25	2	1.8	1.8	97.3
	26	1	.9	.9	98.2
	27	1	.9	.9	99.1
	31	1	.9	.9	100.0
	Total	111	99.1	100.0	
Missing	System	1	.9		
Total		112	100.0		

## 8. Frequency and Percentage of Respondents by Education Level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	GED	4	3.6	4.0	4.0
	High School Graduate	66	58.9	66.0	70.0
	Two-year degree	17	15.2	17.0	87.0
	Four-year degree	8	7.1	8.0	95.0
	Graduate level work (not completed)	4	3.6	4.0	99.0
	Masters-level degree	1	.9	1.0	100.0
	Total	100	89.3	100.0	
Missing	System	12	10.7		
Total		112	100.0		

## 9. Frequency and Percentage of Respondents by the Question “Have you been trained and/or certified in another state as a telecommunications operator?”

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	14	12.5	12.5	12.5
	No	98	87.5	87.5	100.0
	Total	112	100.0	100.0	

## 10. Frequency and Percentage of Respondents by the Question “Are you Emergency Medical Dispatch certified?”

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	49	43.8	43.8	43.8
	No	63	56.3	56.3	100.0
	Total	112	100.0	100.0	

## 11. Frequency and Percentage of Respondents by the Question “Do you hold any national certifications for telecommunications operators?”

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	43	38.4	39.8	39.8
	No	65	58.0	60.2	100.0
	Total	108	96.4	100.0	
Missing	System	4	3.6		
Total		112	100.0		



**12. Frequency and Percentage of Respondents by the Question “Does your department use Computer Aided Dispatch?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	102	91.1	91.9	91.9
	No	9	8.0	8.1	100.0
	Total	111	99.1	100.0	
Missing	System	1	.9		
Total		112	100.0		

**13. Frequency and Percentage of Respondents by the Question “Do you participate in annual in-service training and/or continuing education?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	94	83.9	85.5	85.5
	No	16	14.3	14.5	100.0
	Total	110	98.2	100.0	
Missing	System	2	1.8		
Total		112	100.0		

**14. Frequency and Percentage of Respondents by the Approximate Total Number of Dispatch Clients, Persons or Personnel (All Agencies for which One Dispatches, from One Location).**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-25	24	21.4	22.6	22.6
	26-50	15	13.4	14.2	36.8
	51-100	14	12.5	13.2	50.0
	101-200	14	12.5	13.2	63.2
	201-300	12	10.7	11.3	74.5
	301-400	5	4.5	4.7	79.2
	401 or more personnel	22	19.6	20.8	100.0
	Total	106	94.6	100.0	
Missing	System	6	5.4		
Total		112	100.0		

**15. Frequency and Percentage of Respondents by the Approximate Total Number of Calls for Service Per Year Handled by One's Agency.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	501-1,000	1	.9	1.0	1.0
	1,001-5,000	3	2.7	2.9	3.8
	5,001-10,000	7	6.3	6.7	10.6
	10,001-25,000	24	21.4	23.1	33.7
	25,001-50,000	21	18.8	20.2	53.8
	50,001-100,000	19	17.0	18.3	72.1
	100,001 or more calls	29	25.9	27.9	100.0
	Total	104	92.9	100.0	
Missing	System	8	7.1		
Total		112	100.0		

**16. Frequency and Percentage of Respondents by the Approximate Average Number of Annual In-service and/or Continuing Education Hours in which One Participates.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	less than 4 hours	21	18.8	20.2	20.2
	4-8	20	17.9	19.2	39.4
	9-12	15	13.4	14.4	53.8
	13-20	16	14.3	15.4	69.2
	21 or more hours	32	28.6	30.8	100.0
	Total	104	92.9	100.0	
Missing	System	8	7.1		
Total		112	100.0		

**17. Frequency and Percentage of Respondents by the Question "Is there a set and defined on-the-job training program for telecommunications in your agency?"**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	89	79.5	82.4	82.4
	No	19	17.0	17.6	100.0
	Total	108	96.4	100.0	
Missing	System	4	3.6		
Total		112	100.0		

**18. Frequency and Percentage of Respondents by the Approximate Average Number of Days of On-the-Job Training in One's Agency.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-2 days	5	4.5	4.7	4.7
	3-5 days	3	2.7	2.8	7.5
	6-10 days	9	8.0	8.4	15.9
	11-15 days	6	5.4	5.6	21.5
	16-20 days	1	.9	.9	22.4
	21 days or more	83	74.1	77.6	100.0
	Total	107	95.5	100.0	
Missing	System	5	4.5		
Total		112	100.0		

**19. Frequency and Percentage of Respondents by the Question “Approximately how long were you employed as a telecommunications operator before being certified by the South Carolina Criminal Justice Academy?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-3 months	20	17.9	18.7	18.7
	4-6 months	36	32.1	33.6	52.3
	7-12 months	21	18.8	19.6	72.0
	13-24 months	8	7.1	7.5	79.4
	25-36 months	1	.9	.9	80.4
	37-60 months	3	2.7	2.8	83.2
	61 months or more	18	16.1	16.8	100.0
	Total	107	95.5	100.0	
Missing	System	5	4.5		
Total		112	100.0		

**20. Frequency and Percentage of Respondents by the Question “Is there a critical incident stress or employee assistance program available for post incidents in your departments?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	68	60.7	66.0	66.0
	No	35	31.3	34.0	100.0
	Total	103	92.0	100.0	
Missing	System	9	8.0		
Total		112	100.0		

**21. Frequency and Percentage of Respondents by the Question “Is your agency accredited (e.g., CALEA, etc.)?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	55	49.1	54.5	54.5
	No	46	41.1	45.5	100.0
	Total	101	90.2	100.0	
Missing	System	11	9.8		
Total		112	100.0		

**22. Frequency and Percentage of Respondents by the Question “Does your agency have a policy and procedure manual?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	107	95.5	96.4	96.4
	No	4	3.6	3.6	100.0
	Total	111	99.1	100.0	
Missing	System	1	.9		
Total		112	100.0		

**23. Frequency and Percentage of Respondents by the Question “Is the policy and procedure manual readily available for reference?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	105	93.8	95.5	95.5
	No	5	4.5	4.5	100.0
	Total	110	98.2	100.0	
Missing	System	2	1.8		
Total		112	100.0		

**24. Frequency and Percentage of Respondents by the Question “What is the approximate duration of the shifts that you are assigned to work?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	8 hours	31	27.7	27.9	27.9
	10 hours	2	1.8	1.8	29.7
	12 hours	78	69.6	70.3	100.0
	Total	111	99.1	100.0	
Missing	System	1	.9		
Total		112	100.0		

**25. Frequency and Percentage of Respondents by the Question “Does your agency have an emergency response policy describing the duties of a telecommunications operator for responding to incidents involving Weapons of Mass Destruction?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	69	61.6	66.3	66.3
	No	35	31.3	33.7	100.0
	Total	104	92.9	100.0	
Missing	System	8	7.1		
Total		112	100.0		

**26. Frequency and Percentage of Respondents by the Question “Does your agency have an emergency response policy describing the duties of a telecommunications operator for responding to incidents involving Acts of Terrorism?”**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	69	61.6	67.0	67.0
	No	34	30.4	33.0	100.0
	Total	103	92.0	100.0	
Missing	System	9	8.0		
Total		112	100.0		

***C. Results of Criticality and Frequency Survey***

**1. Introduction to Data Reported and Results of the Criticality and Frequency Surveys**

The mean was calculated for each job task based on the responses of participants on the frequency survey (Telecommunicators, for the most part). The mean was calculated for each job task based on the responses from participants on the criticality survey (Supervisors). The mean criticality value for each job task was exported into a data set to determine percentile ranks ordered from highest to lowest in terms of the criticality rating. Thus, the percentile rank serves as an indicator of which of the 194 job tasks were rated highest or lowest in criticality. For example, a job task with a criticality percentile rank of 67 would have a higher criticality than 67 percent of the 194 job tasks; in other words, 67 percent of the 194 job tasks would have a lower criticality mean than that job task. A job task with a percentile rank of 97 indicates that 97 percent of the 194 job tasks had a lower criticality mean than that job task.

The same procedure was used to create percentile ranks for frequency as well. The mean frequency value for each job task was exported into a data set to determine percentile ranks ordered from highest to lowest in terms of the frequency rating. A job

task with a percentile rank of 52 would indicate that 52 percent of the 194 job tasks were performed less frequently than that job task.

Finally, the percentage of supervisors who reported that a job task should be taught in basic training was also calculated. These statistics are reported for each of the 194 job tasks in Appendices D through G. Appendix D contains a list of job tasks in sequential order by item number, Appendix E contains a list of job tasks in descending order by criticality, Appendix F contains a list of job tasks in descending order by frequency, and Appendix G contains a list of job tasks in descending order by the percentage of supervisors indicating that entry-level telecommunications operators should learn the job task in basic training.

To assist with the determination of which job tasks should be addressed in the E-911 training curriculum, decision rules have been created based on the frequency and criticality response scale anchors, as well as the percentage of supervisors that indicated that job tasks should be addressed in basic training. The frequency scale anchors were 1=never, 2=infrequently, 3=monthly, 4=weekly, and 5=daily; and the criticality scale anchors were 1=not important, 2=important, 3=serious, 4=very serious, and 5=disastrous. Using these anchors and the percentage of supervisors indicating that job tasks should be addressed in basic training, a job task should most likely be included in the training curriculum if:

1. The mean frequency rating for a job task is 3 or higher (meaning that the task is typically performed monthly or more frequently), AND
2. The mean criticality rating for a job task is 2 or higher (meaning that inadequate or improper performance of the task could have important or more serious consequences), AND
3. Over half of the supervisors (a majority of the supervisors) indicate that the task should be covered in basic training.

If the criticality rating for a job task is 2 or higher and over 50 percent of the supervisors believe it should be taught in basic training, but the frequency rating is less than 3, it does not necessarily mean that the task should be excluded from the training curriculum; trainers may consider including the job task in training since it has been identified as an important task.

#### ***D. Equipment List Results***

Respondents who completed the frequency survey also completed the equipment survey. Respondents were asked to respond to two questions. First, for every equipment item listed, they were asked to indicate whether the equipment was available for their use. Second, for every equipment item listed, they were asked to indicate whether they use the equipment or not during the course of their duties. To assist with the determination of which equipment items should be addressed in the E-911 training curriculum, a decision rule has been created based on the percentage of telecommunications operators that indicate that an equipment item is available to them, and the

percentage that indicate they use the equipment item. If over half of the telecommunicators indicate that an equipment item is available to them OR over half of them indicate they use the equipment, the equipment item should most likely be included in the training curriculum.

The percentage of respondents who reported equipment items were available to them, the percentage who indicated that they use the equipment during the course of their duties, and the valid number of respondents for each equipment item is presented in the Table below.

Item #	Equipment Item	Percent Available	N for Available	Percent Use	N for Use
1	911 Alarm Indicators	73%	165	69%	150
2	911 Telephone system	99%	169	99%	163
3	Alpha-numeric paging system	89%	167	87%	157
4	ANI/ALI system	99%	169	100%	162
5	CAD program software	93%	169	91%	161
6	Cell phone & Nextel	66%	169	47%	155
7	Chairs	100%	169	100%	163
8	Clerical Tools (Stapler, Hole Punch, Pens, Forms, Calculator)	100%	169	100%	162
9	Clocks, Manual Time Clocks & Computer	100%	169	100%	161
10	Computer	98%	169	98%	160
11	Computer Software (Word-Excel, email)	88%	169	73%	160
12	Copier	99%	169	98%	162
13	County/municipality directory	95%	168	89%	161
14	Departmental telephone lists	99%	169	98%	162
15	Desk/console	100%	169	100%	162
16	Division call out lists for after hours emergencies	98%	169	98%	161
17	E-mail software	74%	169	48%	160
18	EMD software & Cards	56%	170	51%	160
19	Emergency Escape Breathing Apparatus	8%	166	3%	149
20	Emergency Preparedness Division Red Book	61%	163	46%	152
21	Fax machine	99%	169	98%	162
22	Fire & Tornado alarms for Building	76%	166	50%	153
23	Fire extinguishers for communications Room	91%	169	45%	157
24	Fire Tones & Paging Software	89%	168	86%	162
25	First aid kit	92%	169	70%	160
26	Flashlights	81%	169	60%	156
27	Foot pedal	89%	169	68%	158
28	Handheld radio	89%	167	61%	155
29	HAZMAT software or NAERG manual	69%	166	47%	152
30	Headset for phone & radio	94%	169	89%	159
31	In house Warrant Computer	57%	168	56%	153
32	Language Line	71%	170	56%	158

Item #	Equipment Item	Percent Available	N for Available	Percent Use	N for Use
33	Map book, Maps or Mapping Equipment & Software	97%	168	96%	159
34	Master Street Address Guide	82%	169	82%	157
35	Microphone	86%	169	75%	155
36	NAWAS telephone	43%	162	39%	147
37	NCIC Code Manual	92%	170	86%	159
38	NCIC Procedures Manual	91%	170	86%	159
39	NCIC terminal	91%	169	92%	160
40	Nuclear Activation equipment	17%	167	8%	150
41	PAWN system	23%	163	16%	146
42	Policy and Procedure Manuals	97%	170	94%	162
43	Printer	99%	169	99%	163
44	Printer paper	99%	169	98%	163
45	Public Education/Information Materials	59%	169	42%	156
46	Quality Assurance Software	40%	165	22%	152
47	Radio speaker box	87%	167	81%	155
48	Radio system (800 & VHF)	94%	167	89%	161
49	Recording system for telephones and radios	99%	168	96%	160
50	Reverse 911 system	58%	165	47%	152
51	Security Camera's	85%	170	82%	158
52	Security Monitors & equipment to gain Access to center	86%	168	86%	159
53	Shredder	99%	168	98%	163
54	Speakers	91%	168	90%	161
55	TDD machines	95%	170	77%	162
56	Telephone Criss-Cross reference books	76%	165	75%	157
57	Telephone books and Reference Books	98%	168	99%	161
58	Telephone handsets	94%	169	88%	163
59	Telephone message pads	83%	170	80%	161
60	Telephone system—administrative	92%	169	89%	158
61	Time clocks; Time stamp	58%	166	54%	154
62	TV & VCR	93%	166	87%	156
63	VIN Assist software	62%	164	58%	153
64	Weather (Doppler Radar)	57%	166	52%	153
65	Writing paper	99%	165	98%	159
66	Writing Utensils	99%	163	97%	157



## ***E. Results of Job Tasks Organized by Essential Job Function***

### **1. Answer Phones.**

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced Training
8	Collect, analyze, prioritize, and process 911 calls.	4.98	171	0.31	97.4	4.01	112	0.93	97.9	75.0%	25.0%
18	Receive and handle TDD calls (e.g., hearing impaired, deaf, or speech impaired) using TDD equipment.	2.12	171	0.89	22.7	3.92	111	0.97	95.9	76.6%	23.4%
20	Receive, prioritize, and handle multiple tasks related to call taking and dispatching.	4.94	171	0.44	95.4	3.61	112	0.93	88.7	85.6%	14.4%
41	Listen to phone caller, read screen, transmit, key-in information and speak to response unit to complete the dispatch process.	4.98	171	0.13	98.5	3.50	112	0.88	83.5	82.9%	17.1%
19	Receive and handle request for assistance from non-English speaking citizen.	3.70	171	1.23	47.9	3.46	112	1.01	82.0	68.8%	31.3%
6	Receive and process requests from field units.	4.96	171	0.21	96.4	3.39	112	1.02	78.9	86.6%	13.4%
5	Receive field unit initiated calls for service and/or requests (e.g., citizen flag-down) on view.	4.64	171	0.87	76.3	3.36	111	0.95	77.3	87.4%	12.6%
2	Receive telephone complaints and requests from the public, process and refer to proper agencies and contacts.	4.74	170	0.76	83.0	3.34	112	1.03	75.8	88.4%	11.6%
4	Receive complaints and requests from other agencies, and handle the complaint.	4.33	170	1.27	66.5	3.19	111	0.95	66.5	88.3%	11.7%
35	Enter complaint information into computer system.	4.79	170	0.90	83.5	3.04	112	0.92	56.2	90.1%	9.9%
131	Type information received verbally.	4.40	171	1.37	69.6	2.84	109	1.02	44.8	97.2%	2.8%
17	Receive and handle false and/or nuisance calls.	4.69	171	0.68	80.4	2.53	111	0.83	22.2	97.3%	2.7%
133	Answer and route routine business calls.	4.57	171	1.14	73.7	2.25	109	0.65	8.8	98.1%	1.9%

## 2. Receive and Process Caller Information.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced Training
32	Obtain full complaint-dispatching information for hazards (e.g., chemical spills, power line down, flooded street, etc.)	3.84	171	1.13	53.1	4.09	112	1.00	99.0	71.4%	28.6%
84	Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.	3.24	171	1.48	40.7	4.05	112	1.05	98.5	70.6%	29.4%
8	Collect, analyze, prioritize, and process 911 calls.	4.98	171	0.31	97.4	4.01	112	0.93	97.9	75.0%	25.0%
7	Obtain initial complaint-screening information from victims, witness, or personnel from other agencies, and verify pertinent information (e.g., location, call back, name, and incident type, etc.).	4.97	170	0.25	96.9	3.82	112	0.94	93.8	82.1%	17.9%
31	Obtain full complaint-dispatching information for fire emergencies.	4.38	171	1.26	68.6	3.70	112	0.97	92.8	82.1%	17.9%
30	Obtain full complaint-dispatching information for medical or trauma emergencies.	4.18	170	1.44	63.4	3.67	112	1.00	92.3	73.0%	27.0%
20	Receive, prioritize, and handle multiple tasks related to call taking and dispatching.	4.94	171	0.44	95.4	3.61	112	0.93	88.7	85.6%	14.4%
29	Acquire and relay description of persons to field units (e.g., missing persons, suspects, and patient).	4.95	171	0.31	95.9	3.55	111	0.89	86.6	85.7%	14.3%
26	Obtain full complaint-dispatching information for law enforcement services.	4.74	171	0.79	82.5	3.51	112	0.91	84.0	88.3%	11.7%
41	Listen to phone caller, read screen, transmit, key-in information and speak to response unit to complete the dispatch process.	4.98	171	0.13	98.5	3.50	112	0.88	83.5	82.9%	17.1%
6	Receive and process requests from field units.	4.96	171	0.21	96.4	3.39	112	1.02	78.9	86.6%	13.4%
2	Receive telephone complaints and requests from the public, process and refer to proper agencies and contacts.	4.74	170	0.76	83.0	3.34	112	1.03	75.8	88.4%	11.6%
3	Quickly and accurately record notes on screen or card legibly and concisely.	4.84	171	0.68	87.6	3.26	112	1.01	72.7	90.2%	9.8%
4	Receive complaints and requests from other agencies, and handle the complaint.	4.33	170	1.27	66.5	3.19	111	0.95	66.5	88.3%	11.7%
33	Obtain full complaint-dispatching information from anonymous caller/witness or refer appropriately.	4.66	171	0.74	77.8	3.03	112	0.91	54.6	91.9%	8.1%
34	Summarize incident information for dispatching purposes.	4.92	171	0.51	93.3	2.80	112	0.90	41.8	91.8%	8.2%
25	Identify civil vs. criminal situations for appropriate response (referral or dispatch of law enforcement, fire, or rescue.)	4.71	170	0.85	80.9	2.79	112	0.91	40.2	83.0%	17.0%

### 3. Dispatch by Appropriate Means.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced Training
27	Identify/evaluate possible risks to units responding to incident and transmit such information (e.g., person with a weapon, hazardous materials, etc.).	4.87	171	0.35	89.2	4.31	112	0.87	100.0	78.4%	21.6%
29	Acquire and relay description of persons to field units (e.g., missing persons, suspects, and patient).	4.95	171	0.31	95.9	3.55	111	0.89	86.6	85.7%	14.3%
87	Determine initial appropriate personnel and resources to dispatch to incident.	4.92	171	0.47	92.3	3.45	112	0.93	80.4	91.0%	9.0%
92	Dispatch specialized law enforcement unit(s) to calls for service, (e.g., SWAT, canine, investigators, etc.).	3.82	171	1.41	52.1	3.34	111	0.95	76.3	81.7%	18.3%
91	Dispatch field units by means of radio/computer (digital) transmission to call(s) for service.	4.71	171	1.00	81.4	3.33	112	1.05	75.3	88.2%	11.8%
38	Identify appropriate response agency based on need and geographic location.	4.94	171	0.34	94.8	3.32	111	1.05	74.2	84.5%	15.5%
90	Brief incoming dispatch personnel to ensure their knowledge of current and previous activities.	4.89	171	0.59	90.7	3.15	112	0.98	63.9	91.9%	8.1%
88	Review location of units to select vehicle that is closest and available to handle call for service and dispatch accordingly.	4.66	171	1.02	77.3	3.08	112	1.06	58.8	89.9%	10.1%
93	Dispatch or notify other public service agencies of calls for service (e.g., utilities, traffic signals, trees, etc.).	4.49	170	0.85	72.2	2.97	112	0.90	52.1	96.4%	3.6%
89	Record/review roster of units and their districts to assign work efficiently.	4.67	171	1.03	78.4	2.66	111	0.88	29.4	93.6%	6.4%

#### 4. Monitor Progress of Calls.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced Training
59	Coordinate telecommunications related to high speed pursuit.	3.43	170	1.39	44.3	3.96	112	1.03	97.4	75.9%	24.1%
74	Monitor and respond to radio/computer transmissions from all field units.	4.82	171	0.78	85.1	3.86	112	0.96	94.3	87.3%	12.7%
80	Monitor, transmit, and respond to teletype messages (e.g., NCIC, CJICS).	4.41	171	1.28	70.1	3.56	112	0.97	87.1	69.1%	30.9%
82	Record, monitor, coordinate, and update status information for multiple field units, agencies, and	4.67	171	1.00	78.9	3.46	112	1.02	81.4	87.4%	12.6%
36	Follow up on abandoned/911 hang up calls, and if applicable administrative lines.	4.92	171	0.39	93.3	3.41	111	0.94	79.4	95.5%	4.5%
79	Monitor and respond to civil defense networks/warning systems.	2.05	171	1.53	20.6	3.35	108	1.07	76.8	72.1%	27.9%
43	Monitor transferred call until connection is ensured.	4.92	171	0.43	93.8	3.23	112	1.04	70.6	92.9%	7.1%
81	Monitor pending complaints and incidents.	4.53	171	1.21	73.2	3.16	111	0.94	65.5	90.0%	10.0%
78	Monitor and respond to alarm systems.	2.94	171	1.89	35.1	3.13	108	1.01	61.3	93.4%	6.6%
51	Observe audio and/or visual alarm panel to identify alarm and location, and send appropriate response.	2.70	169	1.85	30.9	3.02	109	1.06	54.1	90.7%	9.3%
75	Monitor and respond to other public service radio transmissions.	3.19	171	1.76	37.6	3.00	111	0.99	53.6	89.0%	11.0%
86	Perform radio checks for all agencies monitored.	3.96	171	1.40	54.6	2.69	112	0.92	31.4	92.7%	7.3%
77	Monitor and respond to marine radio transmissions.	1.29	170	0.94	3.6	2.09	107	1.13	5.2	75.0%	25.0%
76	Monitor and respond to CB/HAM radio transmissions.	1.32	171	0.94	5.7	2.05	107	1.08	4.1	72.0%	28.0%

## 5. Track Resource Activity/Status.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced Training
27	Identify/evaluate possible risks to units responding to incident and transmit such information (e.g., person with a weapon, hazardous materials, etc.).	4.87	171	0.35	89.2	4.31	112	0.87	100.0	78.4%	21.6%
52	Recognize "duress" signal from field units and initiate proper response.	3.85	171	1.38	53.6	4.24	111	0.90	99.5	81.1%	18.9%
84	Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.	3.24	171	1.48	40.7	4.05	112	1.05	98.5	70.6%	29.4%
58	Contact and maintain communications with appropriate agency personnel involved in a disaster situation.	3.22	169	1.45	39.2	3.94	112	0.96	96.4	66.7%	33.3%
74	Monitor and respond to radio/computer transmissions from all field units.	4.82	171	0.78	85.1	3.86	112	0.96	94.3	87.3%	12.7%
39	Recognize necessity to notify specific persons or agencies of unusual situations (e.g., multiple casualties, hazardous materials spills, etc.).	4.09	171	1.22	60.3	3.71	112	1.01	93.3	69.4%	30.6%
28	Establish points of contact with field units to check on status or for safety check.	4.81	171	0.73	84.0	3.63	112	0.97	91.2	83.6%	16.4%
80	Monitor, transmit, and respond to teletype messages (e.g., NCIC, CJICS).	4.41	171	1.28	70.1	3.56	112	0.97	87.1	69.1%	30.9%
40	Identify need for specialized resources (e.g., poison control, hazardous materials team, etc.).	3.64	171	1.34	46.4	3.54	112	1.04	86.1	75.5%	24.5%
82	Record, monitor, coordinate, and update status information for multiple field units, agencies, and	4.67	171	1.00	78.9	3.46	112	1.02	81.4	87.4%	12.6%
79	Monitor and respond to civil defense networks/warning systems.	2.05	171	1.53	20.6	3.35	108	1.07	76.8	72.1%	27.9%
81	Monitor pending complaints and incidents.	4.53	171	1.21	73.2	3.16	111	0.94	65.5	90.0%	10.0%
78	Monitor and respond to alarm systems.	2.94	171	1.89	35.1	3.13	108	1.01	61.3	93.4%	6.6%
75	Monitor and respond to other public service radio transmissions.	3.19	171	1.76	37.6	3.00	111	0.99	53.6	89.0%	11.0%
86	Perform radio checks for all agencies monitored.	3.96	171	1.40	54.6	2.69	112	0.92	31.4	92.7%	7.3%
77	Monitor and respond to marine radio transmissions.	1.29	170	0.94	3.6	2.09	107	1.13	5.2	75.0%	25.0%
76	Monitor and respond to CB/HAM radio transmissions.	1.32	171	0.94	5.7	2.05	107	1.08	4.1	72.0%	28.0%

## 6. Coordinate Additional Responses.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
58	Contact and maintain communications with appropriate agency personnel involved in a disaster situation.	3.22	169	1.45	39.2	3.94	112	0.96	96.4	66.7%	33.3%
39	Recognize necessity to notify specific persons or agencies of unusual situations (e.g., multiple casualties, hazardous materials spills, etc.).	4.09	171	1.22	60.3	3.71	112	1.01	93.3	69.4%	30.6%
40	Identify need for specialized resources (e.g., poison control, hazardous materials team, etc.).	3.64	171	1.34	46.4	3.54	112	1.04	86.1	75.5%	24.5%
63	Identify and follow federal, state, and local regulations related to public safety dispatch operations.	4.87	171	0.59	89.7	3.24	112	0.91	72.2	83.8%	16.2%
94	Coordinate and contact with other agencies to request mutual aid assistance.	4.05	170	1.13	59.3	3.23	112	0.97	70.6	81.7%	18.3%
4	Receive complaints and requests from other agencies, and handle the complaint.	4.33	170	1.27	66.5	3.19	111	0.95	66.5	88.3%	11.7%
72	Provide requested information to other authorized departments and agencies.	4.68	171	0.79	79.4	2.94	112	0.84	50.5	88.4%	11.6%

## 7. Provide Emergency Notifications.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
52	Recognize "duress" signal from field units and initiate proper response.	3.85	171	1.38	53.6	4.24	111	0.90	99.5	81.1%	18.9%
84	Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.	3.24	171	1.48	40.7	4.05	112	1.05	98.5	70.6%	29.4%
98	Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).	4.14	171	1.28	62.4	3.54	112	1.02	85.1	86.4%	13.6%
85	Read and understand your specific agency's local/area disaster response plans to determine roles and responsibilities for the dispatcher in the plan.	2.78	171	1.23	34.0	3.53	112	1.04	84.5	64.5%	35.5%
95	Broadcast all points bulletins.	4.04	170	1.40	58.2	3.20	111	0.89	67.5	90.8%	9.2%
50	Use "emergency ring-down phones" to pass information/alerts.	3.26	168	1.76	41.2	2.76	109	0.94	37.1	85.0%	15.0%

## 8. Maintain Knowledge Of Communications, User Agency Guidelines, And Operational Procedures.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
47	Verify ANI and ALI systems to identify and locate caller.	4.88	170	0.53	90.2	3.60	112	0.98	87.6	83.8%	16.2%
85	Read and understand your specific agency's local/area disaster response plans to determine roles and responsibilities for the dispatcher in the plan.	2.78	171	1.23	34.0	3.53	112	1.04	84.5	64.5%	35.5%
63	Identify and follow federal, state, and local regulations related to public safety dispatch operations.	4.87	171	0.59	89.7	3.24	112	0.91	72.2	83.8%	16.2%
49	Refer to NCIC and other computer system manuals to identify and follow proper entry/retrieval/erasure requirements.	3.80	170	1.46	51.5	3.22	111	0.89	69.1	67.3%	32.7%
64	Identify general liability related to public safety dispatch operations.	4.51	170	1.08	72.7	3.21	112	1.03	68.0	78.2%	21.8%
194	Receive In-Service training on new laws concerning 911 Centers and telecommunicators.	2.37	170	1.13	26.8	3.20	111	0.97	67.5	70.1%	29.9%
46	Comprehend and adhere to Federal Communications Rules and Regulations.	4.84	170	0.67	87.1	3.16	112	0.94	64.4	82.0%	18.0%
54	Use approved codes or clear speech to conduct communications/transmissions.	4.91	170	0.61	91.8	3.15	112	0.94	62.9	91.9%	8.1%
180	Review standard operating procedures and policies.	3.27	171	1.19	41.8	3.09	111	0.92	59.8	81.7%	18.3%
48	Fill out forms to update/correct ANI/ALI entries.	3.23	170	1.36	39.7	3.09	112	1.03	59.3	85.6%	14.4%
187	Adhere to facility policy concerning contacts with the media.	4.25	170	1.38	65.5	3.07	110	1.07	58.2	88.7%	11.3%
83	Participate in emergency/disaster "drills."	2.00	171	0.93	19.1	2.98	112	0.95	53.1	70.9%	29.1%
193	Have an understanding of and adhere to Health Insurance Portability and accountability Act of 1996 (HIPAA) restrictions.	3.67	171	1.66	47.4	2.96	111	1.09	51.5	74.5%	25.5%
175	Participate in annual In-Service Training.	2.21	171	0.90	24.7	2.93	111	0.93	49.5	78.0%	22.0%
134	Attend in-service training sessions.	2.50	171	0.80	27.8	2.92	111	0.91	47.9	84.4%	15.6%
174	Receive training regarding the sexual harassment policy.	1.94	171	0.86	18.6	2.78	109	0.90	38.7	79.6%	20.4%
164	Attend meetings/briefings relevant to dispatch operations (e.g., law enforcement, firefighting, EMS, etc., as assigned).	2.24	170	1.12	25.8	2.75	110	0.95	36.6	71.7%	28.3%
178	Participate in AED (Automated External Defibrillator) Training.	1.50	171	0.71	11.9	2.52	109	1.11	21.1	55.8%	44.2%
56	Use civilian or military phonetic alphabet to facilitate communication/transmission.	4.94	171	0.45	94.3	2.51	112	0.90	19.1	97.3%	2.7%
96	Conduct civil defense tests.	1.34	171	0.81	6.2	2.45	106	1.01	17.5	69.6%	30.4%
177	Participate in Bi-lingual education.	1.36	171	0.75	7.2	2.44	108	1.05	16.5	57.3%	42.7%
55	Use military time to facilitate communication/transmission.	5.00	171	0.00	100.0	2.34	111	0.81	12.9	98.2%	1.8%

## 9. Effective oral and written communications.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
14	Communicate effectively with person in crisis and/or panic	4.84	171	0.42	85.6	3.60	111	0.92	88.1	81.8%	18.2%
41	Listen to phone caller, read screen, transmit, key-in information and speak to response unit to complete the dispatch process.	4.98	171	0.13	98.5	3.50	112	0.88	83.5	82.9%	17.1%
10	Speak clearly and distinctly on radio/telephone to communicate effectively.	5.00	171	0.00	100.0	3.39	112	0.89	78.4	91.1%	8.9%
3	Quickly and accurately record notes on screen or card legibly and concisely.	4.84	171	0.68	87.6	3.26	112	1.01	72.7	90.2%	9.8%
54	Use approved codes or clear speech to conduct communications/transmissions.	4.91	170	0.61	91.8	3.15	112	0.94	62.9	91.9%	8.1%
48	Fill out forms to update/correct ANI/ALI entries.	3.23	170	1.36	39.7	3.09	112	1.03	59.3	85.6%	14.4%
11	Use words and terms associated with effective interpersonal skills, and avoid jargon and technical slang.	4.98	171	0.23	98.5	2.88	112	0.91	46.4	94.6%	5.4%
189	Record officer/employee personal injury sustained while on duty.	1.49	170	0.94	11.3	2.79	107	1.11	39.7	62.7%	37.3%
56	Use civilian or military phonetic alphabet to facilitate communication/transmission.	4.94	171	0.45	94.3	2.51	112	0.90	19.1	97.3%	2.7%
125	Prepare summary reports (e.g., types of incidents, equipment dispatched, and disposition of incidents).	2.85	171	1.86	34.5	2.36	109	0.88	13.9	72.1%	27.9%
182	Complete a shift report.	2.59	171	1.84	29.4	2.35	109	0.85	13.4	81.1%	18.9%
55	Use military time to facilitate communication/transmission.	5.00	171	0.00	100.0	2.34	111	0.81	12.9	98.2%	1.8%
132	Write or type intra-department memos when required.	2.02	171	1.38	19.6	2.34	109	0.88	12.4	74.5%	25.5%

## 10. Represent the Communications Center In Formal Settings.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
73	Testify in court.	1.40	171	0.70	8.2	3.23	112	1.03	71.1	59.6%	40.4%
151	Make presentations to the public regarding emergency communications.	1.35	171	0.71	6.7	2.48	108	0.99	18.0	48.1%	51.9%
136	Conduct tours of the facility.	1.48	171	0.84	10.8	1.72	106	0.78	1.5	73.3%	26.7%



## 11. Knowledge of Equipment Used.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
18	Receive and handle TDD calls (e.g., hearing impaired, deaf, or speech impaired) using TDD equipment.	2.12	171	0.89	22.7	3.92	111	0.97	95.9	76.6%	23.4%
62	Use portable radio or alternative system to dispatch if regular system is down.	2.73	171	1.31	32.0	3.61	112	1.05	89.2	85.3%	14.7%
102	Query database for information regarding wants and warrants.	4.40	170	1.33	69.1	3.41	112	1.02	79.9	79.1%	20.9%
100	Query database for criminal history information (e.g., federal, state,	4.09	171	1.50	61.3	3.38	112	1.01	77.8	75.2%	24.8%
99	Query database for vehicle license, registration, and stolen vehicle information.	4.63	171	1.14	75.8	3.33	112	1.00	74.7	81.8%	18.2%
104	Query database for gun information.	3.84	170	1.38	52.6	3.29	112	0.96	73.7	79.1%	20.9%
103	Query database for stolen property information.	4.18	170	1.40	63.9	3.22	112	0.92	69.6	79.1%	20.9%
101	Query database for driver's license information.	4.60	170	1.16	74.7	3.16	112	0.95	64.9	79.1%	20.9%
44	Familiarize yourself with your agencies equipment (e.g., CAD, fax, paging system, radio, etc.).	4.90	171	0.40	91.2	3.13	112	1.01	61.9	93.8%	6.3%
105	Query specialized databases (e.g., information regarding locations, suspects, court orders, hazards,	3.36	170	1.63	43.3	3.13	111	1.06	60.8	76.9%	23.1%
139	Maintain equipment.	3.06	167	1.85	36.6	3.05	109	1.04	56.7	72.6%	27.4%
170	Check emergency power supply.	1.84	171	1.31	16.0	3.04	108	1.17	55.7	67.3%	32.7%
106	Use tape recall system to recollect dispatch or make record of "difficult" call.	3.98	170	1.44	55.7	2.90	111	0.91	47.4	74.3%	25.7%
42	Use call entry system (CAD or card system) dispatch system to switch messages from one screen to another in a different location (e.g., police to fire department).	4.04	171	1.67	57.7	2.82	110	1.00	42.8	87.3%	12.7%
166	Operate internal communications equipment.	4.02	167	1.56	57.2	2.80	111	0.96	41.2	93.6%	6.4%
144	Restart computer systems.	3.46	171	1.44	45.9	2.77	111	0.93	38.1	85.3%	14.7%
135	Change audio tapes.	1.68	171	1.29	13.9	2.76	109	1.08	37.6	61.5%	38.5%
129	Make copies of tape recordings.	1.55	171	1.20	12.4	2.75	109	0.94	35.6	51.9%	48.1%
172	Inspect and test all safety equipment to include fire and smoke detectors.	1.45	171	1.00	9.8	2.70	107	1.11	33.0	65.7%	34.3%
153	Use keyboard to enter data from dispatch cards into computerized records system.	2.78	171	1.75	33.0	2.70	106	0.81	32.5	88.7%	11.3%
167	Monitor closed circuit television surveillance equipment.	3.67	171	1.83	46.9	2.67	108	0.98	29.9	92.2%	7.8%
168	Inspect audio/video communications equipment for proper operation.	2.56	170	1.74	28.9	2.63	109	1.05	28.4	67.6%	32.4%
45	Conference or patch together phone lines or a radio frequency and phone line to enable communication.	4.26	170	1.36	66.0	2.62	110	1.00	27.3	75.9%	24.1%
155	Control electronically operated jail doors.	1.29	171	1.03	4.1	2.59	105	1.49	24.7	69.1%	30.9%
178	Participate in AED (Automated External Defibrillator) Training.	1.50	171	0.71	11.9	2.52	109	1.11	21.1	55.8%	44.2%
57	Troubleshoot telecommunications equipment problems (e.g., load paper, fix jams, etc.).	4.38	171	1.06	68.0	2.51	111	0.91	20.1	89.9%	10.1%
171	Make adjustments as necessary to television surveillance equipment.	1.85	171	1.40	16.5	2.43	108	0.95	15.5	66.7%	33.3%
162	Take photographs (e.g., during booking process).	1.12	171	0.61	0.5	2.03	105	1.09	3.1	69.8%	30.2%

## 12. Maintain Professional Demeanor.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
12	Exercise calm and reasoned judgment in stressful situations.	4.98	171	0.13	99.0	3.62	112	0.92	90.7	84.8%	15.2%
2	Receive telephone complaints and requests from the public, process and refer to proper agencies and contacts.	4.74	170	0.76	83.0	3.34	112	1.03	75.8	88.4%	11.6%
4	Receive complaints and requests from other agencies, and handle the complaint.	4.33	170	1.27	66.5	3.19	111	0.95	66.5	88.3%	11.7%
16	Handle abusive citizen (e.g., irate, hostile, rude, obscene).	4.65	171	0.70	76.8	3.04	110	0.88	55.2	82.9%	17.1%
1	Receive in-person complaints and requests from the public (e.g., public counter).	2.62	170	1.73	29.9	2.74	111	1.00	35.1	88.4%	11.6%
22	Communicate with intoxicated citizen.	4.49	171	0.76	71.6	2.71	112	0.85	33.5	96.4%	3.6%
17	Receive and handle false and/or nuisance calls.	4.69	171	0.68	80.4	2.53	111	0.83	22.2	97.3%	2.7%

## 13. Ability to Multi Task.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
8	Collect, analyze, prioritize, and process 911 calls.	4.98	171	0.31	97.4	4.01	112	0.93	97.9	75.0%	25.0%
39	Recognize necessity to notify specific persons or agencies of unusual situations (e.g., multiple casualties, hazardous materials spills, etc).	4.09	171	1.22	60.3	3.71	112	1.01	93.3	69.4%	30.6%
41	Listen to phone caller, read screen, transmit, key-in information and speak to response unit to complete the dispatch process.	4.98	171	0.13	98.5	3.50	112	0.88	83.5	82.9%	17.1%
82	Record, monitor, coordinate, and update status information for multiple field units, agencies, and	4.67	171	1.00	78.9	3.46	112	1.02	81.4	87.4%	12.6%
89	Record/review roster of units and their districts to assign work efficiently.	4.67	171	1.03	78.4	2.66	111	0.88	29.4	93.6%	6.4%

## 14. Provide Quality Customer Service.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced Training
15	Maintain contact with barricaded person or other crisis to calm and soothe person until specialized units can take over.	3.21	171	1.41	38.7	3.95	110	0.93	96.9	55.5%	44.5%
12	Exercise calm and reasoned judgment in stressful situations.	4.98	171	0.13	99.0	3.62	112	0.92	90.7	84.8%	15.2%
71	Inform citizens of the actions to take in hazardous situations (e.g., chemical spills, severe weather).	2.70	171	1.35	31.4	3.61	111	1.15	89.7	64.9%	35.1%
14	Communicate effectively with person in crisis and/or panic	4.84	171	0.42	85.6	3.60	111	0.92	88.1	81.8%	18.2%
13	Calm emotionally upset citizen.	4.84	171	0.46	86.6	3.06	111	0.93	57.7	86.5%	13.5%
16	Handle abusive citizen (e.g., irate, hostile, rude, obscene).	4.65	171	0.70	76.8	3.04	110	0.88	55.2	82.9%	17.1%
72	Provide requested information to other authorized departments and agencies.	4.68	171	0.79	79.4	2.94	112	0.84	50.5	88.4%	11.6%
66	Provide information about incidents to authorized personnel.	4.81	171	0.62	84.5	2.94	112	0.94	50.5	91.7%	8.3%
179	Communicate with callers, citizens, and/or inmates who are non-English speaking.	3.39	171	1.47	43.8	2.85	110	0.92	45.4	68.8%	31.2%
67	Provide information about incidents to the media with proper authorization.	2.19	171	1.53	24.2	2.68	111	1.21	30.4	75.2%	24.8%
70	Update citizens of the status of their complaint/incident, if it is an active call.	3.71	171	1.54	48.5	2.60	112	0.93	25.3	89.7%	10.3%
151	Make presentations to the public regarding emergency communications.	1.35	171	0.71	6.7	2.48	108	0.99	18.0	48.1%	51.9%
68	Explain department procedures and policies to the public.	3.24	171	1.52	40.2	2.43	112	0.98	16.0	78.5%	21.5%
69	Explain procedures to the public on how to obtain legal information.	2.95	171	1.67	35.6	2.28	112	1.00	10.3	76.6%	23.4%
133	Answer and route routine business calls.	4.57	171	1.14	73.7	2.25	109	0.65	8.8	98.1%	1.9%
65	Provide general information to the public (e.g., phone numbers, agency services).	4.87	171	0.58	89.2	2.15	112	0.71	5.7	98.2%	1.8%
158	Provide information to the public as to the proper authority and process concerning the issuing of licenses and permits.	2.09	171	1.44	22.2	2.02	107	0.92	2.6	72.3%	27.7%
136	Conduct tours of the facility.	1.48	171	0.84	10.8	1.72	106	0.78	1.5	73.3%	26.7%

## 15. Research Information.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced Training
29	Acquire and relay description of persons to field units (e.g., missing persons, suspects, and patient).	4.95	171	0.31	95.9	3.55	111	0.89	86.6	85.7%	14.3%
40	Identify need for specialized resources (e.g., poison control, hazardous materials team, etc.).	3.64	171	1.34	46.4	3.54	112	1.04	86.1	75.5%	24.5%
102	Query database for information regarding wants and warrants.	4.40	170	1.33	69.1	3.41	112	1.02	79.9	79.1%	20.9%
100	Query database for criminal history information (e.g., federal, state, local).	4.09	171	1.50	61.3	3.38	112	1.01	77.8	75.2%	24.8%
99	Query database for vehicle license, registration, and stolen vehicle information.	4.63	171	1.14	75.8	3.33	112	1.00	74.7	81.8%	18.2%
38	Identify appropriate response agency based on need and geographic location.	4.94	171	0.34	94.8	3.32	111	1.05	74.2	84.5%	15.5%
104	Query database for gun information.	3.84	170	1.38	52.6	3.29	112	0.96	73.7	79.1%	20.9%
107	Check and confirm the accuracy of outgoing warrants.	3.19	171	1.85	38.1	3.27	111	1.14	73.2	75.0%	25.0%
103	Query database for stolen property information.	4.18	170	1.40	63.9	3.22	112	0.92	69.6	79.1%	20.9%
101	Query database for driver's license information.	4.60	170	1.16	74.7	3.16	112	0.95	64.9	79.1%	20.9%
185	Notify department holding a warrant on an inmate.	3.30	170	1.61	42.3	3.15	108	0.96	62.4	92.4%	7.6%
105	Query specialized databases (e.g., information regarding locations, suspects, court orders, hazards, etc.).	3.36	170	1.63	43.3	3.13	111	1.06	60.8	76.9%	23.1%
106	Use tape recall system to recollect dispatch or make record of "difficult" call.	3.98	170	1.44	55.7	2.90	111	0.91	47.4	74.3%	25.7%
53	Receive opening/closing security calls and check to ensure proper authorization or code.	2.98	164	1.90	36.1	2.84	108	1.01	44.3	93.4%	6.6%
97	Use resource materials to obtain specific requested information for field units (e.g., codes numbers, criss-cross [city] directories, telephone directories).	4.68	171	0.84	79.9	2.81	112	0.90	42.3	96.4%	3.6%
154	Use map book to identify and assign proper location and code.	3.45	171	1.61	45.4	2.72	107	0.90	34.0	88.6%	11.4%
123	Prepare general broadcast bulletins.	3.78	171	1.49	51.0	2.69	109	0.84	32.0	92.6%	7.4%

## 16. Maintain Confidentiality.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced Training
176	Maintain security of sensitive and/or confidential materials.	4.23	170	1.51	64.9	3.47	110	1.02	82.5	85.0%	15.0%
118	Maintain confidentiality of files and records.	4.35	171	1.45	67.5	3.45	111	1.00	80.9	84.4%	15.6%
193	Have an understanding of and adhere to Health Insurance Portability and accountability Act of 1996 (HIPAA) restrictions.	3.67	171	1.66	47.4	2.96	111	1.09	51.5	74.5%	25.5%
160	Maintain subpoena control log for Freedom of Information Requests.	1.15	170	0.72	1.5	2.28	105	1.13	9.8	56.7%	43.3%

## 17. Availability for Tactical Dispatch.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced Training
84	Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.	3.24	171	1.48	40.7	4.05	112	1.05	98.5	70.6%	29.4%
58	Contact and maintain communications with appropriate agency personnel involved in a disaster situation.	3.22	169	1.45	39.2	3.94	112	0.96	96.4	66.7%	33.3%
62	Use portable radio or alternative system to dispatch if regular system is down.	2.73	171	1.31	32.0	3.61	112	1.05	89.2	85.3%	14.7%
85	Read and understand your specific agency's local/area disaster response plans to determine roles and responsibilities for the dispatcher in the plan.	2.78	171	1.23	34.0	3.53	112	1.04	84.5	64.5%	35.5%

## 18. Available For Emergency Recall.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced Training
84	Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.	3.24	171	1.48	40.7	4.05	112	1.05	98.5	70.6%	29.4%
58	Contact and maintain communications with appropriate agency personnel involved in a disaster situation.	3.22	169	1.45	39.2	3.94	112	0.96	96.4	66.7%	33.3%
85	Read and understand your specific agency's local/area disaster response plans to determine roles and responsibilities for the dispatcher in the plan.	2.78	171	1.23	34.0	3.53	112	1.04	84.5	64.5%	35.5%

## 19. Operate Under Emergency Conditions.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced Training
84	Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.	3.24	171	1.48	40.7	4.05	112	1.05	98.5	70.6%	29.4%
58	Contact and maintain communications with appropriate agency personnel involved in a disaster situation.	3.22	169	1.45	39.2	3.94	112	0.96	96.4	66.7%	33.3%
62	Use portable radio or alternative system to dispatch if regular system is down.	2.73	171	1.31	32.0	3.61	112	1.05	89.2	85.3%	14.7%
85	Read and understand your specific agency's local/area disaster response plans to determine roles and responsibilities for the dispatcher in the plan.	2.78	171	1.23	34.0	3.53	112	1.04	84.5	64.5%	35.5%

## 20. Maintain Communications Center Security.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced Training
169	Determine who will be allowed within the secured perimeter (e.g., verify the identity of the person entering the 911 center).	4.34	170	1.40	67.0	3.50	112	1.03	83.5	82.7%	17.3%
176	Maintain security of sensitive and/or confidential materials.	4.23	170	1.51	64.9	3.47	110	1.02	82.5	85.0%	15.0%
170	Check emergency power supply.	1.84	171	1.31	16.0	3.04	108	1.17	55.7	67.3%	32.7%
141	Monitor building security on closed circuit TV.	4.06	171	1.64	59.8	2.93	109	1.01	49.0	84.9%	15.1%
142	Monitor station/facility security system (e.g., alarms, closed circuit TV system).	3.74	171	1.81	49.0	2.79	108	1.01	39.2	86.3%	13.7%
172	Inspect and test all safety equipment to include fire and smoke detectors.	1.45	171	1.00	9.8	2.70	107	1.11	33.0	65.7%	34.3%
167	Monitor closed circuit television surveillance equipment.	3.67	171	1.83	46.9	2.67	108	0.98	29.9	92.2%	7.8%
168	Inspect audio/video communications equipment for proper operation.	2.56	170	1.74	28.9	2.63	109	1.05	28.4	67.6%	32.4%
140	Maintain the cleanliness and order of the communications center.	4.86	170	0.53	88.1	2.56	111	0.87	22.7	94.4%	5.6%
171	Make adjustments as necessary to television surveillance equipment.	1.85	171	1.40	16.5	2.43	108	0.95	15.5	66.7%	33.3%
143	Perform general office assistance assignments.	3.75	171	1.59	49.5	2.30	110	0.77	10.8	91.6%	8.4%

## 21. Meet And Maintain Training Requirements.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced Training
63	Identify and follow federal, state, and local regulations related to public safety dispatch operations.	4.87	171	0.59	89.7	3.24	112	0.91	72.2	83.8%	16.2%
64	Identify general liability related to public safety dispatch operations.	4.51	170	1.08	72.7	3.21	112	1.03	68.0	78.2%	21.8%
194	Receive In-Service training on new laws concerning 911 Centers and telecommunications.	2.37	170	1.13	26.8	3.20	111	0.97	67.5	70.1%	29.9%
180	Review standard operating procedures and policies.	3.27	171	1.19	41.8	3.09	111	0.92	59.8	81.7%	18.3%
187	Adhere to facility policy concerning contacts with the media.	4.25	170	1.38	65.5	3.07	110	1.07	58.2	88.7%	11.3%
193	Have an understanding of and adhere to Health Insurance Portability and accountability Act of 1996 (HIPAA) restrictions.	3.67	171	1.66	47.4	2.96	111	1.09	51.5	74.5%	25.5%
175	Participate in annual In-Service Training.	2.21	171	0.90	24.7	2.93	111	0.93	49.5	78.0%	22.0%
134	Attend in-service training sessions.	2.50	171	0.80	27.8	2.92	111	0.91	47.9	84.4%	15.6%
174	Receive training regarding the sexual harassment policy.	1.94	171	0.86	18.6	2.78	109	0.90	38.7	79.6%	20.4%
164	Attend meetings/briefings relevant to dispatch operations (e.g., law enforcement, firefighting, EMS, etc., as assigned).	2.24	170	1.12	25.8	2.75	110	0.95	36.6	71.7%	28.3%
186	Attend staff meetings.	2.15	169	0.88	23.2	2.61	111	0.85	25.8	84.8%	15.2%
178	Participate in AED (Automated External Defibrillator) Training.	1.50	171	0.71	11.9	2.52	109	1.11	21.1	55.8%	44.2%
177	Participate in Bi-lingual education.	1.36	171	0.75	7.2	2.44	108	1.05	16.5	57.3%	42.7%

## 22. Maintain Certifications.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
63	Identify and follow federal, state, and local regulations related to public safety dispatch operations.	4.87	171	0.59	89.7	3.24	112	0.91	72.2	83.8%	16.2%
64	Identify general liability related to public safety dispatch operations.	4.51	170	1.08	72.7	3.21	112	1.03	68.0	78.2%	21.8%
194	Receive In-Service training on new laws concerning 911 Centers and telecommunicators.	2.37	170	1.13	26.8	3.20	111	0.97	67.5	70.1%	29.9%
175	Participate in annual In-Service Training.	2.21	171	0.90	24.7	2.93	111	0.93	49.5	78.0%	22.0%
134	Attend in-service training sessions.	2.50	171	0.80	27.8	2.92	111	0.91	47.9	84.4%	15.6%

## 23. Provide On The Job Training.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
146	Provide on-the-job training to new dispatchers.	2.62	171	1.37	30.4	3.54	112	1.02	85.6	44.5%	55.5%
147	Provide classroom training to dispatchers and other personnel.	1.47	171	1.00	10.3	3.24	109	0.97	71.6	49.1%	50.9%
173	Conduct "field" (post-basic) training for new telecommunicators.	1.75	169	1.26	14.9	2.96	108	1.00	51.0	50.5%	49.5%
149	Explain and demonstrate complaint/dispatching procedures to public safety personnel, (e.g., law enforcement firefighters, EMS, etc.).	2.43	171	1.49	27.3	2.82	110	0.98	43.3	59.6%	40.4%
191	Serve as departmental instructor.	1.30	171	0.85	4.6	2.61	106	1.03	26.3	41.6%	58.4%
148	Provide training to student assistants or volunteers.	1.43	171	0.96	8.8	2.56	107	1.07	23.2	56.4%	43.6%
190	Assist the departmental training officer.	1.86	171	1.18	17.0	2.51	109	0.92	20.6	53.3%	46.7%

## 24. Maintain Jurisdictional Geographical Knowledge.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
38	Identify appropriate response agency based on need and geographic location.	4.94	171	0.34	94.8	3.32	111	1.05	74.2	84.5%	15.5%
88	Review location of units to select vehicle that is closest and available to handle call for service and dispatch accordingly.	4.66	171	1.02	77.3	3.08	112	1.06	58.8	89.9%	10.1%
60	Use maps, street files, etc., to identify locations.	4.84	171	0.59	86.1	3.06	112	0.94	57.2	90.9%	9.1%
61	Demonstrate map reading skills to include providing street directions.	4.59	170	0.96	74.2	2.89	112	0.96	46.9	89.2%	10.8%
119	Maintain maps, cross-street directories, and resource material.	3.77	171	1.71	50.5	2.73	111	0.90	34.5	74.8%	25.2%
154	Use map book to identify and assign proper location and code.	3.45	171	1.61	45.4	2.72	107	0.90	34.0	88.6%	11.4%
89	Record/review roster of units and their districts to assign work efficiently.	4.67	171	1.03	78.4	2.66	111	0.88	29.4	93.6%	6.4%
150	Prepare maps, charts, and other materials (e.g., for training exercises and training aids).	1.58	171	1.09	13.4	2.57	109	0.95	24.2	51.4%	48.6%

## 25. Engage In Problem Solving And Reasoning Techniques.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
27	Identify/evaluate possible risks to units responding to incident and transmit such information (e.g., person with a weapon, hazardous materials, etc.).	4.87	171	0.35	89.2	4.31	112	0.87	100.0	78.4%	21.6%
52	Recognize "duress" signal from field units and initiate proper response.	3.85	171	1.38	53.6	4.24	111	0.90	99.5	81.1%	18.9%
84	Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.	3.24	171	1.48	40.7	4.05	112	1.05	98.5	70.6%	29.4%
8	Collect, analyze, prioritize, and process 911 calls.	4.98	171	0.31	97.4	4.01	112	0.93	97.9	75.0%	25.0%
15	Maintain contact with barricaded person or other crisis to calm and soothe person until specialized units can take over.	3.21	171	1.41	38.7	3.95	110	0.93	96.9	55.5%	44.5%
23	Communicate with mentally unstable or suicidal citizen.	3.99	171	1.02	56.2	3.89	112	0.92	95.4	64.0%	36.0%
21	Assists caller to provide initial, pre-arrival instructions to victims of accident, illness, or crime.	4.44	171	1.21	70.6	3.63	112	1.00	91.8	65.5%	34.5%
24	Communicate with special needs citizens (e.g., speech-impaired, children, mentally handicapped, elderly citizens, etc.).	4.18	171	1.03	62.9	3.62	112	0.90	90.2	80.2%	19.8%
20	Receive, prioritize, and handle multiple tasks related to call taking and dispatching.	4.94	171	0.44	95.4	3.61	112	0.93	88.7	85.6%	14.4%
19	Receive and handle request for assistance from non-English speaking citizen.	3.70	171	1.23	47.9	3.46	112	1.01	82.0	68.8%	31.3%
87	Determine initial appropriate personnel and resources to dispatch to incident.	4.92	171	0.47	92.3	3.45	112	0.93	80.4	91.0%	9.0%
25	Identify civil vs. criminal situations for appropriate response (referral or dispatch of law enforcement, fire, or rescue.)	4.71	170	0.85	80.9	2.79	112	0.91	40.2	83.0%	17.0%
22	Communicate with intoxicated citizen.	4.49	171	0.76	71.6	2.71	112	0.85	33.5	96.4%	3.6%

## 26. Brief Oncoming Telecommunications Personnel.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
90	Brief incoming dispatch personnel to ensure their knowledge of current and previous activities.	4.89	171	0.59	90.7	3.15	112	0.98	63.9	91.9%	8.1%
72	Provide requested information to other authorized departments and agencies.	4.68	171	0.79	79.4	2.94	112	0.84	50.5	88.4%	11.6%
66	Provide information about incidents to authorized personnel.	4.81	171	0.62	84.5	2.94	112	0.94	50.5	91.7%	8.3%



## 27. Maintain a Healthy Emotional State.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
37	Be conscious of job stress and use stress management techniques to maintain self control and effectiveness.	4.47	171	1.12	71.1	3.13	112	1.00	60.3	76.6%	23.4%
152	Participate in peer counseling (e.g., post-trauma stress emotional problem).	1.32	171	0.75	5.2	2.86	108	1.04	45.9	51.5%	48.5%

## 28. Demonstrate Sound Judgment.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
27	Identify/evaluate possible risks to units responding to incident and transmit such information (e.g., person with a weapon, hazardous materials, etc.).	4.87	171	0.35	89.2	4.31	112	0.87	100.0	78.4%	21.6%
52	Recognize "duress" signal from field units and initiate proper response.	3.85	171	1.38	53.6	4.24	111	0.90	99.5	81.1%	18.9%
84	Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.	3.24	171	1.48	40.7	4.05	112	1.05	98.5	70.6%	29.4%
8	Collect, analyze, prioritize, and process 911 calls.	4.98	171	0.31	97.4	4.01	112	0.93	97.9	75.0%	25.0%
15	Maintain contact with barricaded person or other crisis to calm and soothe person until specialized units can take over.	3.21	171	1.41	38.7	3.95	110	0.93	96.9	55.5%	44.5%
9	Advise caller on appropriate action to take prior to the arrival of response unit(s), (e.g., police, fire, EMS, EMD and Hazmat).	4.62	170	1.07	75.3	3.88	112	1.12	94.8	64.9%	35.1%
39	Recognize necessity to notify specific persons or agencies of unusual situations (e.g., multiple casualties, hazardous materials spills, etc).	4.09	171	1.22	60.3	3.71	112	1.01	93.3	69.4%	30.6%
12	Exercise calm and reasoned judgment in stressful situations.	4.98	171	0.13	99.0	3.62	112	0.92	90.7	84.8%	15.2%
71	Inform citizens of the actions to take in hazardous situations (e.g., chemical spills, severe weather).	2.70	171	1.35	31.4	3.61	111	1.15	89.7	64.9%	35.1%
14	Communicate effectively with person in crisis and/or panic	4.84	171	0.42	85.6	3.60	111	0.92	88.1	81.8%	18.2%
40	Identify need for specialized resources (e.g., poison control, hazardous materials team, etc.).	3.64	171	1.34	46.4	3.54	112	1.04	86.1	75.5%	24.5%
192	Perform supervisory functions as delegated.	2.16	171	1.47	23.7	3.17	109	1.03	66.0	43.8%	56.2%
13	Calm emotionally upset citizen.	4.84	171	0.46	86.6	3.06	111	0.93	57.7	86.5%	13.5%

## 29. Provides Services To The Hearing Impaired Community.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
18	Receive and handle TDD calls (e.g., hearing impaired, deaf, or speech impaired) using TDD equipment.	2.12	171	0.89	22.7	3.92	111	0.97	95.9	76.6%	23.4%

## 30. Facilitate Communications.

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
59	Coordinate telecommunications related to high speed pursuit.	3.43	170	1.39	44.3	3.96	112	1.03	97.4	75.9%	24.1%
58	Contact and maintain communications with appropriate agency personnel involved in a disaster situation.	3.22	169	1.45	39.2	3.94	112	0.96	96.4	66.7%	33.3%
74	Monitor and respond to radio/computer transmissions from all field units.	4.82	171	0.78	85.1	3.86	112	0.96	94.3	87.3%	12.7%
28	Establish points of contact with field units to check on status or for safety check.	4.81	171	0.73	84.0	3.63	112	0.97	91.2	83.6%	16.4%
80	Monitor, transmit, and respond to teletype messages (e.g., NCIC, CJICS).	4.41	171	1.28	70.1	3.56	112	0.97	87.1	69.1%	30.9%
29	Acquire and relay description of persons to field units (e.g., missing persons, suspects, and patient).	4.95	171	0.31	95.9	3.55	111	0.89	86.6	85.7%	14.3%
82	Record, monitor, coordinate, and update status information for multiple field units, agencies, and	4.67	171	1.00	78.9	3.46	112	1.02	81.4	87.4%	12.6%
79	Monitor and respond to civil defense networks/warning systems.	2.05	171	1.53	20.6	3.35	108	1.07	76.8	72.1%	27.9%
43	Monitor transferred call until connection is ensured.	4.92	171	0.43	93.8	3.23	112	1.04	70.6	92.9%	7.1%
81	Monitor pending complaints and incidents.	4.53	171	1.21	73.2	3.16	111	0.94	65.5	90.0%	10.0%
78	Monitor and respond to alarm systems.	2.94	171	1.89	35.1	3.13	108	1.01	61.3	93.4%	6.6%
75	Monitor and respond to other public service radio transmissions.	3.19	171	1.76	37.6	3.00	111	0.99	53.6	89.0%	11.0%
86	Perform radio checks for all agencies monitored.	3.96	171	1.40	54.6	2.69	112	0.92	31.4	92.7%	7.3%
77	Monitor and respond to marine radio transmissions.	1.29	170	0.94	3.6	2.09	107	1.13	5.2	75.0%	25.0%
76	Monitor and respond to CB/HAM radio transmissions.	1.32	171	0.94	5.7	2.05	107	1.08	4.1	72.0%	28.0%

### 31. Enter Data/Information

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced Training
111	Enter or update information in computer database (e.g., stolen vehicle, property, etc).	4.01	170	1.44	56.7	3.21	112	1.01	68.6	80.2%	19.8%
108	Complete data entry forms (e.g., stolen vehicle, lost or found property, firearms, etc.).	4.05	171	1.44	58.8	3.15	112	0.93	63.9	80.7%	19.3%
122	Make entries in activity log (e.g., calls received or dispatched).	4.09	169	1.60	60.8	2.80	111	0.86	40.7	89.9%	10.1%
161	Process warrants, route paperwork and complete computer data input.	1.89	171	1.59	18.0	2.53	106	1.08	21.6	70.4%	29.6%
124	Log shift roster of assigned field units.	3.97	171	1.68	55.2	2.45	109	0.93	17.0	90.7%	9.3%
130	Type information from written documents (e.g., incident information, correspondence).	2.05	171	1.59	20.1	2.31	108	0.97	11.3	76.2%	23.8%
163	Transcribe law enforcement reports.	1.15	171	0.74	1.0	2.20	106	1.19	6.7	64.9%	35.1%

## 32. Handle Reports, Records and Perform Administrative Tasks

Item #	Job Task Item	Mean Frequency	N of Frequency Ratings	SD of Frequency Ratings	Percentile of Frequency	Mean Criticality	N of Criticality Ratings	SD of Criticality Ratings	Percentile of Criticality	Percent for Basic Training	Percent for Advanced
110	Document equipment malfunctions.	3.43	171	1.53	44.8	2.92	112	1.00	48.5	85.6%	14.4%
117	Maintain specialized logs or information database (e.g., medical incidents, problem addresses, restraining orders, etc.).	3.11	170	1.71	37.1	2.82	111	0.92	43.8	76.4%	23.6%
120	Maintain records of teletypes sent and received.	3.75	171	1.76	50.0	2.75	110	0.90	36.1	78.0%	22.0%
126	Purge designated files as directed.	2.08	171	1.54	21.6	2.69	108	1.05	30.9	58.9%	41.1%
127	Request criminal history records from other agencies.	2.25	171	1.64	26.3	2.65	107	1.02	28.9	69.3%	30.7%
109	Complete telephone-trace procedures.	2.23	171	1.48	25.3	2.62	110	1.08	27.8	71.0%	29.0%
112	Issue case and/or incident numbers.	4.74	170	0.96	82.0	2.62	112	0.85	26.8	94.5%	5.5%
159	Maintain department files for warrants, arrests, citations, and parking tickets.	1.86	171	1.58	17.5	2.56	105	1.16	23.7	74.0%	26.0%
161	Process warrants, route paperwork and complete computer data input.	1.89	171	1.59	18.0	2.53	106	1.08	21.6	70.4%	29.6%
145	Route messages to department units.	4.20	171	1.38	64.4	2.51	110	0.84	19.6	96.3%	3.7%
121	Maintain towing agency rotation log.	3.95	171	1.67	54.1	2.49	110	0.88	18.6	89.8%	10.2%
137	Distribute information within the department (e.g., wanted posters, subpoenas, warrant work sheets, alarm applications, etc.).	2.08	171	1.54	21.1	2.43	108	0.95	14.9	82.5%	17.5%
116	Maintain complaint history file.	2.54	170	1.77	28.4	2.38	112	0.78	14.4	78.2%	21.8%
138	Issue communications equipment.	1.28	170	0.75	3.1	2.34	109	0.99	12.4	66.7%	33.3%
113	Generate reports by computer (e.g., summary report of officer-generated activity, number of calls per beat, etc.).	3.35	170	1.85	42.8	2.27	111	0.81	9.3	78.9%	21.1%
115	Maintain directory of services provided by other agencies.	2.75	169	1.71	32.5	2.23	110	0.73	8.2	81.8%	18.2%
183	Sit continuously for more than half a shift.	4.12	170	1.43	61.9	2.23	111	1.04	7.7	96.2%	3.8%
157	Assist with the service of criminal subpoenas.	1.20	171	0.74	2.6	2.20	104	1.16	7.2	64.3%	35.7%
163	Transcribe law enforcement reports.	1.15	171	0.74	1.0	2.20	106	1.19	6.7	64.9%	35.1%
114	Maintain business directory.	2.78	171	1.73	33.5	2.18	112	0.70	6.2	83.9%	16.1%
181	Inventory forms or other administrative supplies.	1.82	171	1.31	15.5	2.07	110	0.73	4.6	82.9%	17.1%
156	Assist with the service of civil papers.	1.16	171	0.71	2.1	2.03	104	1.15	3.6	65.6%	34.4%
162	Take photographs (e.g., during booking process).	1.12	171	0.61	0.5	2.03	105	1.09	3.1	69.8%	30.2%
184	Stand continuously for more than half a shift.	1.57	171	0.95	12.9	1.90	110	1.07	2.1	95.1%	4.9%
165	Lift or move heavy objects.	1.69	170	0.96	14.4	1.61	109	0.85	1.0	91.0%	9.0%
188	Walk continuously for more than half a shift.	1.44	170	1.00	9.3	1.60	108	0.74	0.5	92.9%	7.1%

## IV. References

Noe, D. (2005). E911 Job-Task Analysis Frequency: Response Form Development, Data Capture, and Data Conversion. Columbia, South Carolina: South Carolina Department of Public Safety – Criminal Justice Academy Division and Instructional Standards and Support Section.

Noe, D. (2005). E911 Job-Task Analysis Criticality: Response Form Development, Data Capture, and Data Conversion. Columbia, South Carolina: South Carolina Department of Public Safety – Criminal Justice Academy Division and Instructional Standards and Support Section.

## **V. Appendix Material**

***Appendix A. 2005 E-911 Telecommunications Operator Job-Task  
Analysis Items***

**E-911 Telecommunications Operator**  
**Job-Task Analysis Items**  
**August, 2004**

1. Receive in-person complaints and requests from the public (e.g., public counter).
2. Receive telephone complaints and requests from the public, process and refer to proper agencies and contacts.
3. Quickly and accurately record notes on screen or card legibly and concisely.
4. Receive complaints and requests from other agencies, and handle the complaint.
5. Receive field unit initiated calls for service and/or requests (e.g., citizen flag-down) on view.
6. Receive and process requests from field units.
7. Obtain initial complaint-screening information from victims, witness, or personnel from other agencies, and verify pertinent information (e.g., location, call back, name, and incident type, etc.).
8. Collect, analyze, prioritize, and process 911 calls.
9. Advise caller on appropriate action to take prior to the arrival of response unit(s), (e.g., police, fire, EMS, EMD and Hazmat).
10. Speak clearly and distinctly on radio/telephone to communicate effectively.
11. Use words and terms associated with effective interpersonal skills, and avoid jargon and technical slang.
12. Exercise calm and reasoned judgment in stressful situations.
13. Calm emotionally upset citizen.
14. Communicate effectively with person in crisis and/or panic situations.
15. Maintain contact with barricaded person or other crisis to calm and soothe person until specialized units can take over.
16. Handle abusive citizen (e.g., irate, hostile, rude, obscene).
17. Receive and handle false and/or nuisance calls.
18. Receive and handle TDD calls (e.g., hearing impaired, deaf, or speech impaired) using TDD equipment.
19. Receive and handle request for assistance from non-English speaking citizen.
20. Receive, prioritize, and handle multiple tasks related to call taking and dispatching.
21. Assists caller to provide initial, pre-arrival instructions to victims of accident, illness, or crime.



22. Communicate with intoxicated citizen.
23. Communicate with mentally unstable or suicidal citizen.
24. Communicate with special needs citizens (e.g., speech-impaired, children, mentally handicapped, elderly citizens, etc.).
25. Identify civil vs. criminal situations for appropriate response (referral or dispatch of law enforcement, fire, or rescue.)
26. Obtain full complaint-dispatching information for law enforcement services.
27. Identify/evaluate possible risks to units responding to incident and transmit such information (e.g., person with a weapon, hazardous materials, etc.).
28. Establish points of contact with field units to check on status or for safety check.
29. Acquire and relay description of persons to field units (e.g., missing persons, suspects, and patient).
30. Obtain full complaint-dispatching information for medical or trauma emergencies.
31. Obtain full complaint-dispatching information for fire emergencies.
32. Obtain full complaint-dispatching information for hazards (e.g., chemical spills, power line down, flooded street, etc.)
33. Obtain full complaint-dispatching information from anonymous caller/witness or refer appropriately.
34. Summarize incident information for dispatching purposes.
35. Enter complaint information into computer system.
36. Follow up on abandoned/911 hang up calls, and if applicable administrative lines.
37. Be conscious of job stress and use stress management techniques to maintain self control and effectiveness.
38. Identify appropriate response agency based on need and geographic location.
39. Recognize necessity to notify specific persons or agencies of unusual situations (e.g., multiple casualties, hazardous materials spills, etc).
40. Identify need for specialized resources (e.g., poison control, hazardous materials team, etc.).
41. Listen to phone caller, read screen, transmit, key-in information and speak to response unit to complete the dispatch process.
42. Use call entry system (CAD or card system) dispatch system to switch messages from one screen to another in a different location (e.g., police to fire department).
43. Monitor transferred call until connection is ensured.
44. Familiarize yourself with your agencies equipment (e.g., CAD, fax, paging system, radio, etc.).

45. Conference or patch together phone lines or a radio frequency and phone line to enable communication.
46. Comprehend and adhere to Federal Communications Rules and Regulations.
47. Verify ANI and ALI systems to identify and locate caller.
48. Fill out forms to update/correct ANI/ALI entries.
49. Refer to NCIC and other computer system manuals to identify and follow proper entry/retrieval/erasure requirements.
50. Use "emergency ring-down phones" to pass information/alerts.
51. Observe audio and/or visual alarm panel to identify alarm and location, and send appropriate response.
52. Recognize "duress" signal from field units and initiate proper response.
53. Receive opening/closing security calls and check to ensure proper authorization or code.
54. Use approved codes or clear speech to conduct communications/transmissions.
55. Use military time to facilitate communication/transmission.
56. Use civilian or military phonetic alphabet to facilitate communication/transmission.
57. Troubleshoot telecommunications equipment problems (e.g., load paper, fix jams, etc.).
58. Contact and maintain communications with appropriate agency personnel involved in a disaster situation.
59. Coordinate telecommunications related to high speed pursuit.
60. Use maps, street files, etc., to identify locations.
61. Demonstrate map reading skills to include providing street directions.
62. Use portable radio or alternative system to dispatch if regular system is down.
63. Identify and follow federal, state, and local regulations related to public safety dispatch operations.
64. Identify general liability related to public safety dispatch operations.
65. Provide general information to the public (e.g., phone numbers, agency services).
66. Provide information about incidents to authorized personnel.
67. Provide information about incidents to the media with proper authorization.
68. Explain department procedures and policies to the public.
69. Explain procedures to the public on how to obtain legal information.
70. Update citizens of the status of their complaint/incident, if it is an active call.

71. Inform citizens of the actions to take in hazardous situations (e.g., chemical spills, severe weather).
72. Provide requested information to other authorized departments and agencies.
73. Testify in court.
74. Monitor and respond to radio/computer transmissions from all field units.
75. Monitor and respond to other public service radio transmissions.
76. Monitor and respond to CB/HAM radio transmissions.
77. Monitor and respond to marine radio transmissions.
78. Monitor and respond to alarm systems.
79. Monitor and respond to civil defense networks/warning systems.
80. Monitor, transmit, and respond to teletype messages (e.g., NCIC, CJICS).
81. Monitor pending complaints and incidents.
82. Record, monitor, coordinate, and update status information for multiple field units, agencies, and incidents.
83. Participate in emergency/disaster "drills."
84. Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.
85. Read and understand your specific agency's local/area disaster response plans to determine roles and responsibilities for the dispatcher in the plan.
86. Perform radio checks for all agencies monitored.
87. Determine initial appropriate personnel and resources to dispatch to incident.
88. Review location of units to select vehicle that is closest and available to handle call for service and dispatch accordingly.
89. Record/review roster of units and their districts to assign work efficiently.
90. Brief incoming dispatch personnel to ensure their knowledge of current and previous activities.
91. Dispatch field units by means of radio/computer (digital) transmission to call(s) for service.
92. Dispatch specialized law enforcement unit(s) to calls for service, (e.g., SWAT, canine, investigators, etc.).
93. Dispatch or notify other public service agencies of calls for service (e.g., utilities, traffic signals, trees, etc.).
94. Coordinate and contact with other agencies to request mutual aid assistance.
95. Broadcast all points bulletins.
96. Conduct civil defense tests.

97. Use resource materials to obtain specific requested information for field units (e.g., codes numbers, criss-cross [city] directories, telephone directories).
98. Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).
99. Query database for vehicle license, registration, and stolen vehicle information.
100. Query database for criminal history information (e.g., federal, state, local).
101. Query database for driver's license information.
102. Query database for information regarding wants and warrants.
103. Query database for stolen property information.
104. Query database for gun information.
105. Query specialized databases (e.g., information regarding locations, suspects, court orders, hazards, etc.).
106. Use tape recall system to recollect dispatch or make record of "difficult" call.
107. Check and confirm the accuracy of outgoing warrants.
108. Complete data entry forms (e.g., stolen vehicle, lost or found property, firearms, etc.).
109. Complete telephone-trace procedures.
110. Document equipment malfunctions.
111. Enter or update information in computer database (e.g., stolen vehicle, property, etc).
112. Issue case and/or incident numbers.
113. Generate reports by computer (e.g., summary report of officer-generated activity, number of calls per beat, etc.).
114. Maintain business directory.
115. Maintain directory of services provided by other agencies.
116. Maintain complaint history file.
117. Maintain specialized logs or information database (e.g., medical incidents, problem addresses, restraining orders, etc.).
118. Maintain confidentiality of files and records.
119. Maintain maps, cross-street directories, and resource material.
120. Maintain records of teletypes sent and received.
121. Maintain towing agency rotation log.
122. Make entries in activity log (e.g., calls received or dispatched).
123. Prepare general broadcast bulletins.
124. Log shift roster of assigned field units.

125. Prepare summary reports (e.g., types of incidents, equipment dispatched, and disposition of incidents).
126. Purge designated files as directed.
127. Request criminal history records from other agencies.
128. Review documents and materials to prepare to testify in court.
129. Make copies of tape recordings.
130. Type information from written documents (e.g., incident information, correspondence).
131. Type information received verbally.
132. Write or type intra-department memos when required.
133. Answer and route routine business calls.
134. Attend in-service training sessions.
135. Change audio tapes.
136. Conduct tours of the facility.
137. Distribute information within the department (e.g., wanted posters, subpoenas, warrant work sheets, alarm applications, etc.).
138. Issue communications equipment.
139. Maintain equipment.
140. Maintain the cleanliness and order of the communications center.
141. Monitor building security on closed circuit TV.
142. Monitor station/facility security system (e.g., alarms, closed circuit TV system).
143. Perform general office assistance assignments.
144. Restart computer systems.
145. Route messages to department units.
146. Provide on-the-job training to new dispatchers.
147. Provide classroom training to dispatchers and other personnel.
148. Provide training to student assistants or volunteers.
149. Explain and demonstrate complaint/dispatching procedures to public safety personnel, (e.g., law enforcement firefighters, EMS, etc.).
150. Prepare maps, charts, and other materials (e.g., for training exercises and training aids).
151. Make presentations to the public regarding emergency communications.
152. Participate in peer counseling (e.g., post-trauma stress emotional problem).
153. Use keyboard to enter data from dispatch cards into computerized records system.

154. Use map book to identify and assign proper location and code.
155. Control electronically operated jail doors.
156. Assist with the service of civil papers.
157. Assist with the service of criminal subpoenas.
158. Provide information to the public as to the proper authority and process concerning the issuing of licenses and permits.
159. Maintain department files for warrants, arrests, citations, and parking tickets.
160. Maintain subpoena control log for Freedom of Information Requests.
161. Process warrants, route paperwork and complete computer data input.
162. Take photographs (e.g., during booking process).
163. Transcribe law enforcement reports.
164. Attend meetings/briefings relevant to dispatch operations (e.g., law enforcement, firefighting, EMS, etc., as assigned).
165. Lift or move heavy objects.
166. Operate internal communications equipment.
167. Monitor closed circuit television surveillance equipment.
168. Inspect audio/video communications equipment for proper operation.
169. Determine who will be allowed within the secured perimeter (e.g., verify the identity of the person entering the 911 center).
170. Check emergency power supply.
171. Make adjustments as necessary to television surveillance equipment.
172. Inspect and test all safety equipment to include fire and smoke detectors.
173. Conduct "field" (post-basic) training for new telecommunicators.
174. Receive training regarding the sexual harassment policy.
175. Participate in annual In-Service Training.
176. Maintain security of sensitive and/or confidential materials.
177. Participate in Bi-lingual education.
178. Participate in AED (Automated External Defibrillator) Training.
179. Communicate with callers, citizens, and/or inmates who are non-English speaking.
180. Review standard operating procedures and policies.
181. Inventory forms or other administrative supplies.
182. Complete a shift report.
183. Sit continuously for more than half a shift.

184. Stand continuously for more than half a shift.
185. Notify department holding a warrant on an inmate.
186. Attend staff meetings.
187. Adhere to facility policy concerning contacts with the media.
188. Walk continuously for more than half a shift.
189. Record officer/employee personal injury sustained while on duty.
190. Assist the departmental training officer.
191. Serve as departmental instructor.
192. Perform supervisory functions as delegated.
193. Have an understanding of and adhere to Health Insurance Portability and accountability Act of 1996 (HIPAA) restrictions.
194. Receive In-Service training on new laws concerning 911 Centers and telecommunicators.

***Appendix B. 2005 E-911 Telecommunications Operator Frequency  
Survey Booklet***



**2005**  
**SOUTH CAROLINA**  
**E-911 TELECOMMUNICATIONS OPERATOR**  
**CERTIFICATION TRAINING**  
**JOB-TASK ANALYSIS INSTRUCTIONS:**  
**FREQUENCY SURVEY**

- **PLEASE READ AND FOLLOW ALL INSTRUCTIONS.**
- **IN ORDER TO PARTICIPATE IN THIS SURVEY, YOU MUST BE A CERTIFIED TELECOMMUNICATIONS OPERATOR WITH NON-SUPERVISORY DUTIES.**
- **IF YOU ARE NOT A CERTIFIED TELECOMMUNICATIONS OPERATOR (YOU HAVE NOT COMPLETED BASIC TRAINING AT THE ACADEMY), PLEASE DO NOT COMPLETE THIS SURVEY.**
- **IF YOU ARE A CERTIFIED TELECOMMUNICATIONS OPERATOR BUT ARE ASSIGNED TO NON-TELECOMMUNICATIONS DUTIES, PLEASE DO NOT COMPLETE THIS SURVEY.**
- **DO NOT COMPLETE THIS SURVEY IF YOU HAVE LESS THAN ONE YEAR OR MORE THAN FIVE YEARS OF SERVICE.**
- **IF YOU ARE A SUPERVISOR REGARDLESS OF YEARS OF EXPERIENCE PLEASE DO NOT COMPLETE THIS SURVEY.**

**INSTRUCTIONS FOR COMPLETING THE RESPONSE**  
**FORM**

**USE A #2 PENCIL ONLY**

**Name:**

Last Name    OOOOOOOOOOOOOO

First Name    OOOOOOOOOO

Middle Initial    O

- Print each letter in the appropriate block.
- Darken in the proper letter bubble under each block.

**Date of Birth:**

MMDDYYYY (Month – Day – Year)

- Print each number in the appropriate block.
- Darken in the proper number bubble under each block.
- Eight digits are mandatory. **EXAMPLE: May 5, 1972= 05051972**

**Social Security Number:**

- Print each number in the appropriate block.
  - Darken in the proper number bubble under each block.
  - Nine digits are mandatory. **000-00-0000**
- ✓ **NOTE:** *SSN must be correctly entered in order for recertification credit (3 hours) to be received.*

**Gender:**

- Darken in the proper bubble indicating your gender.  
☐ Female  
☐ Male

**Race:**

- Darken in the proper bubble that best describes your race.  
☐ Black  
☐ White  
☐ Native American  
☐ Asian  
☐ Hispanic  
☐ Other

**Job Title:**

- Darken in the proper two-digit code that best describes your job title.

01	Dispatcher (radio only/primarily)
02	Call Taker (telephone only/primarily)
03	Telecommunicator (both)
04	Trainer/OJT Trainer
05	Supervisor
06	Telecommunications Assistant Director
07	Telecommunications Director

\*\*Two-digit codes are required--**THE ZERO MUST BE INCLUDED!!!**

**Department Size:**

- Darken in the proper bubble for the number of Telecommunications Operators employed by your department or agency.
- The number does not have to be exact, you may estimate.
- **NOTE:** This includes certified personnel **ONLY**.

**Department Type:**

- Darken in the proper two-digit code that indicates the type of department or agency for which you work.

01	Law enforcement police only
02	Law enforcement police and sheriff
03	Law enforcement sheriff only
04	Fire only
05	EMS only
06	LE and Fire only
07	LE and EMS only
08	Fire and EMS only
09	Combined LE, Fire, and EMS

\*\*Two-digit codes are required--**THE ZERO MUST BE INCLUDED!!!**

### **Environment Type:**

- What type of area does your department or agency serve?
- Darken the proper code.

- 0 Primarily Rural (i.e., farmland, county, etc.)
- 0 Primarily Urban (i.e., city or town)
- 0 Mixed Urban and Rural

### **Number of Years of Service:**

- The total number of years that **YOU** have worked in public safety telecommunications.
- This includes comparable public safety telecommunications service in other states or at the federal level (including military).
- This includes all years of public safety telecommunications service experience before and after any breaks in service.
- **DO NOT INCLUDE** law enforcement and/or corrections experience.
- Round off to the next highest year (*i.e., if you have 3.5 years experience mark, 4 years*).
- Two digits are required (*i.e., 4 years is marked as 04*).

### **Educational Level:**

Darken in the **two-digit code** that indicates the highest level of education that you have completed.

- 01 GED
- 02 High School Graduate
- 03 Two-year degree
- 04 Four-year degree
- 05 Graduate level work (not completed)
- 06 Masters-level degree
- 07 Post Masters Degree work (not completed)
- 08 Doctorate-level work
- 09 JD

**Additional Demographic Information:**

***Please respond to the following questions by darkening in your response in the appropriate block on the second page of the survey response form.***

**Have you been trained and/or certified in another state as a telecommunications operator?**

☐ Yes

☐ No

**Emergency Medical Dispatch certified?**

☐ Yes

☐ No

**Do you hold any national certifications for telecommunications operators?**

☐ Yes

☐ No

**Does your department use Computer Aided Dispatch?**

☐ Yes

☐ No

**Do you participate in annual in-service training and/or continuing education?**

☐ Yes

☐ No

**Approximate total number of dispatch clients, persons or personnel (all agencies for which you dispatch, from one location).**

1-25

26-50

51-100

101-200

201-300

301-400

401 or more personnel

**Approximate total number of calls for service per year handled by your agency.**

51-100  
101-500  
501-1,000  
1,001-5,000  
5,001-10,000  
10,001-25,000  
25,001-50,000  
50,001-100,000  
100,001 or more calls

**Approximate average number of annual in-service and/or continuing education hours in which you participate.**

less than 4 hours  
4-8  
9-12  
13-20  
21 or more hours

**Is there a set and defined on-the-job training program for telecommunications in your agency?**

0 Yes  
0 No

**Approximate average number of days of on-the-job training in your agency.**

1-2 days  
3-5 days  
6-10 days  
11-15 days  
16-20 days  
21 days or more

**Approximately how long were you employed as a telecommunications operator before being certified by the South Carolina Criminal Justice Academy?**

- 1-3 months
- 4-6 months
- 7-12 months
- 13-24 months
- 25-36 months
- 37-60 months
- 61 months or more

**Is there a critical incident stress or employee assistance program available for post incidents in your departments?**

- ☐ Yes
- ☐ No

**Is your agency accredited (e.g., CALEA, etc.)?**

- ☐ Yes
- ☐ No

**Does your agency have a policy and procedure manual?**

- ☐ Yes
- ☐ No

**Is the policy and procedure manual readily available for reference?**

- ☐ Yes
- ☐ No

**What is the approximate duration of the shifts that you are assigned to work?**

- 8 hours
- 10 hours
- 12 hours
- 13 or more

Does your agency have an emergency response policy describing the duties of a telecommunications operator for responding to incidents involving Weapons of Mass Destruction?

0 Yes

0 No

Does your agency have an emergency response policy describing the duties of a telecommunications operator for responding to incidents involving Acts of Terrorism?

0 Yes

0 No

---

### **Response Form Instructions:**

- Spaces are provided for responses to items contained in the booklet.
- The ***FREQUENCY*** Booklet is asking, "How often do you do these tasks?" The scales and instructions are printed at the top of each answer page.

### **EQUIPMENT LIST CHECK-OFF SHEET:**

- At the end of your answer sheet there is the Equipment Assessment.
- Please mark YES (Y) or NO (N) for each item in the corresponding column. First answer the "Is it available?" question and then the "Do you use it?" question.
- Remember, this is a survey, not a test!!!!
- There are no right or wrong answers!!!
- Your responses are based on **YOUR EXPERIENCE** and **YOUR JUDGMENT!!!**
- You will have plenty of time to complete this survey and you will receive 3 hours recertification credit for your participation.
- Report survey participation as **ELECTIVE HOURS** on the MRN form.
- **PLEASE TURN THE PAGE AND BEGIN NOW.**



**South Carolina  
E-911 Telecommunications Operator Certification Training  
Job Task Analysis Survey**

On the answer sheet provided, mark the key LETTER which best describes HOW OFTEN you perform each task. Be sure to enter your response in the correct space.

	NEVER A	INFREQUENTLY B	MONTHLY C	WEEKLY D	DAILY E
<hr/>					
1.	Receive in-person complaints and requests from the public (e.g., public counter).				
2.	Receive telephone complaints and requests from the public, process and refer to proper agencies and contacts.				
3.	Quickly and accurately record notes on screen or card legibly and concisely.				
4.	Receive complaints and requests from other agencies, and handle the complaint.				
5.	Receive field unit initiated calls for service and/or requests (e.g., citizen flag-down) on view.				
6.	Receive and process requests from field units.				
7.	Obtain initial complaint-screening information from victims, witness, or personnel from other agencies, and verify pertinent information (e.g., location, call back, name, and incident type, etc.).				
8.	Collect, analyze, prioritize, and process 911 calls.				
9.	Advise caller on appropriate action to take prior to the arrival of response unit(s), (e.g., police, fire, EMS, EMD and Hazmat).				
10.	Speak clearly and distinctly on radio/telephone to communicate effectively.				
11.	Use words and terms associated with effective interpersonal skills and, avoid jargon and technical slang.				
12.	Exercise calm and reasoned judgment in stressful situations.				
13.	Calm emotionally upset citizen.				
14.	Communicate effectively with person in crisis and/or panic situations.				
15.	Maintain contact with barricaded person or other crisis to calm and soothe person until specialized units can take over.				

16. **Handle abusive citizen (e.g., irate, hostile, rude, obscene).**
17. **Receive and handle false and/or nuisance calls.**
18. **Receive and handle TDD calls (e.g., hearing impaired, deaf, or speech impaired) using TDD equipment.**
19. **Receive and handle request for assistance from non-English speaking citizen.**
20. **Receive, prioritize, and handle multiple tasks related to call taking and dispatching.**
21. **Assists caller to provide initial, pre-arrival instructions to victims of accident, illness, or crime.**
22. **Communicate with intoxicated citizen.**
23. **Communicate with mentally unstable or suicidal citizen.**
24. **Communicate with special needs citizens (e.g., speech-impaired, children, mentally handicapped, elderly citizens, etc.).**
25. **Identify civil vs. criminal situations for appropriate response (referral or dispatch of law enforcement, fire, or rescue.**
26. **Obtain full complaint-dispatching information for law enforcement services.**
27. **Identify/evaluate possible risks to units responding to incident and transmit such information (e.g., person with a weapon, hazardous materials, etc.).**
28. **Establish points of contact with field units to check on status or for safety check.**
29. **Acquire and relay description of persons to field units (e.g., missing persons, suspects, and patient).**
30. **Obtain full complaint-dispatching information for medical or trauma emergencies.**
31. **Obtain full complaint-dispatching information for fire emergencies.**
32. **Obtain full complaint-dispatching information for hazards (e.g., chemical spills, power line down, flooded street, etc.)**
33. **Obtain full complaint-dispatching information from anonymous caller/witness or refer appropriately.**

34. Summarize incident information for dispatching purposes.
35. Enter complaint information into computer system.
36. Follow up on abandoned/911 hang up calls, and if applicable administrative lines.
37. Be conscious of job stress and use stress management techniques to maintain self control and effectiveness.
38. Identify appropriate response agency based on need and geographic location.
39. Recognize necessity to notify specific persons or agencies of unusual situations (e.g., multiple casualties, hazardous materials spills, etc).
40. Identify need for specialized resources (e.g., poison control, hazardous materials team, etc.).
41. Listen to phone caller, read screen, transmit, key-in information and speak to response unit to complete the dispatch process.
42. Use call entry system (CAD or card system) dispatch system to switch messages from one screen to another in a different location (e.g., police to fire department).
43. Monitor transferred call until connection is ensured.
44. Familiarize yourself with your agencies equipment (e.g., CAD, fax, paging system, radio, etc.).
45. Conference or patch together phone lines or a radio frequency and phone line to enable communication.
46. Comprehend and adhere to Federal Communications Rules and Regulations.
47. Verify ANI and ALI systems to identify and locate caller.
48. Fill out forms to update/correct ANI/ALI entries.
49. Refer to NCIC and other computer system manuals to identify and follow proper entry/retrieval/erasure requirements.
50. Use "emergency ring-down phones" to pass information/alerts.
51. Observe audio and/or visual alarm panel to identify alarm and location, and sends appropriate response.
52. Recognize "duress" signal from field units and initiate proper response.

53. Receive opening/closing security calls and checks to ensure proper authorization or code.
54. Use approved codes or clear speech to conduct communications/transmissions.
55. Use military time to facilitate communication/transmission.
56. Use civilian or military phonetic alphabet to facilitate communication/transmission.
57. Troubleshoot telecommunications equipment problems (e.g., load paper, fix jams, etc.).
58. Contact and maintain communications with appropriate agency personnel involved in a disaster situation.
59. Coordinate telecommunications related to high speed pursuit.
60. Use maps, street files, etc., to identify locations.
61. Demonstrate map reading skills to include providing street directions.
62. Use portable radio or alternative system to dispatch if regular system is down.
63. Identify and follow federal, state, and local regulations related to public safety dispatch operations.
64. Identify general liability related to public safety dispatch operations.
65. Provide general information to the public (e.g., phone numbers, agency services).
66. Provide information about incidents to authorized personnel.
67. Provide information about incidents to the media with proper authorization.
68. Explain department procedures and policies to the public.
69. Explain procedures to the public on how to obtain legal information.
70. Update citizens of the status of their complaint/incident, if it is an active call.
71. Inform citizens of the actions to take in hazardous situations (e.g., chemical spills, severe weather).

72. **Provide requested information to other authorized departments and agencies.**
73. **Testify in court.**
74. **Monitor and respond to radio/computer transmissions from all field units.**
75. **Monitor and respond to other public service radio transmissions.**
76. **Monitor and respond to CB/HAM radio transmissions.**
77. **Monitor and respond to marine radio transmissions.**
78. **Monitor and respond to alarm systems.**
79. **Monitor and respond to civil defense networks/warning systems.**
80. **Monitor, transmit, and respond to teletype messages (e.g., NCIC, CJICS).**
81. **Monitor pending complaints and incidents.**
82. **Record, monitor, coordinate, and update status information for multiple field units, agencies, and incidents.**
83. **Participate in emergency/disaster "drills."**
84. **Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.**
85. **Read and understand your specific agency's local/area disaster response plans to determine roles and responsibilities for the dispatcher in the plan.**
86. **Perform radio checks for all agencies monitored.**
87. **Determine initial appropriate personnel and resources to dispatch to incident.**
88. **Review location of units to select vehicle that is closest and available to handle call for service and dispatch accordingly.**
89. **Record/review roster of units and their districts to assign work efficiently.**
90. **Brief incoming dispatch personnel to ensure their knowledge of current and previous activities.**
91. **Dispatch field units by means of radio/computer (digital) transmission to call(s) for service.**

92. Dispatch specialized law enforcement unit(s) to calls for service, (e.g., SWAT, canine, investigators, etc.).
93. Dispatch or notify other public service agencies of calls for service (e.g., utilities, traffic signals, trees, etc.).
94. Coordinate and contact with other agencies to request mutual aid assistance.
95. Broadcast all points bulletins.
96. Conduct civil defense tests.
97. Use resource materials to obtain specific requested information for field units (e.g., codes numbers, criss-cross [city] directories, telephone directories).
98. Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).
99. Query database for vehicle license, registration, and stolen vehicle information.
100. Query database for criminal history information (e.g., federal, state, local).
101. Query database for driver's license information.
102. Query database for information regarding wants and warrants.
103. Query database for stolen property information.
104. Query database for gun information.
105. Query specialized databases (e.g., information regarding locations, suspects, court orders, hazards, etc.).
106. Use tape recall system to recollect dispatch or make record of "difficult" call.
107. Check and confirm the accuracy of outgoing warrants.
108. Complete data entry forms (e.g., stolen vehicle, lost or found property, firearms, etc.).
109. Complete telephone-trace procedures.
110. Document equipment malfunctions.

111. Enter or update information in computer database (e.g., stolen vehicle, property, etc).
112. Issue case and/or incident numbers.
113. Generate reports by computer (e.g., summary report of officer-generated activity, number of calls per beat, etc.).
114. Maintain business directory.
115. Maintain directory of services provided by other agencies.
116. Maintain complaint history file.
117. Maintain specialized logs or information database (e.g., medical incidents, problem addresses, restraining orders, etc.).
118. Maintain confidentiality of files and records.
119. Maintain maps, cross-street directories, and resource material.
120. Maintain records of teletypes sent and received.
121. Maintain towing agency rotation log.
122. Make entries in activity log (e.g., calls received or dispatched).
123. Prepare general broadcast bulletins.
124. Log shift roster of assigned field units.
125. Prepare summary reports (e.g., types of incidents, equipment dispatched, and disposition of incidents).
126. Purge designated files as directed.
127. Request criminal history records from other agencies.
128. Review documents and materials to prepare to testify in court.
129. Make copies of tape recordings.
130. Type information from written documents (e.g., incident information, correspondence).
131. Type information received verbally.
132. Write or type intra-department memos when required.

133. Answer and route routine business calls.
134. Attend in-service training sessions.
135. Change audio tapes.
136. Conduct tours of the facility.
137. Distribute information within the department (e.g., wanted posters, subpoenas, warrant work sheets, alarm applications, etc.).
138. Issue communications equipment.
139. Maintain equipment.
140. Maintain the cleanliness and order of the communications center.
141. Monitor building security on closed circuit TV.
142. Monitor station/facility security system (e.g., alarms, closed circuit TV system).
143. Perform general office assistance assignments.
144. Restart computer systems.
145. Route messages to department units.
146. Provide on-the-job training to new dispatchers.
147. Provide classroom training to dispatchers and other personnel.
148. Provide training to student assistants or volunteers.
149. Explain and demonstrate complaint/dispatching procedures to public safety personnel, (e.g., law enforcement firefighters, EMS, etc.).
150. Prepare maps, charts, and other materials (e.g., for training exercises and training aids).
151. Make presentations to the public regarding emergency communications.
152. Participate in peer counseling (e.g., post-trauma stress emotional problem).
153. Use keyboard to enter data from dispatch cards into computerized records system.



154. Use map book to identify and assign proper location and code.
155. Control electronically operated jail doors.
156. Assist with the service of civil papers.
157. Assist with the service of criminal subpoenas.
158. Provide information to the public as to the proper authority and process concerning the issuing of licenses and permits.
159. Maintain department files for warrants, arrests, citations, and parking tickets.
160. Maintain subpoena control log for Freedom of Information Requests.
161. Process warrants, route paperwork and complete computer data input.
162. Take photographs (e.g., during booking process).
163. Transcribe law enforcement reports.
164. Attend meetings/briefings relevant to dispatch operations (e.g., law enforcement, firefighting, EMS, etc., as assigned).
165. Lift or move heavy objects.
166. Operate internal communications equipment.
167. Monitor closed circuit television surveillance equipment.
168. Inspect audio/video communications equipment for proper operation.
169. Determine who will be allowed within the secured perimeter (e.g., verify the identity of the person entering the 911 center).
170. Check emergency power supply.
171. Make adjustments as necessary to television surveillance equipment.
172. Inspect and test all safety equipment to include fire and smoke detectors.
173. Conduct “field” (post-basic) training for new telecommunicators.
174. Receive training regarding the sexual harassment policy.
175. Participate in annual In-Service Training.

176. Maintain security of sensitive and/or confidential materials.
177. Participate in Bi-lingual education.
178. Participate in AED (automated External Defibrillator) Training.
179. Communicate with callers, citizens, and/or inmates who are non-English speaking.
180. Review standard operating procedures and policies.
181. Inventory forms or other administrative supplies.
182. Complete a shift report.
183. Sit continuously for more than half a shift.
184. Stand continuously for more than half a shift.
185. Notify department holding a warrant on an inmate.
186. Attend staff meetings.
187. Adhere to facility policy concerning contacts with the media.
188. Walk continuously for more than half a shift.
189. Record officer/employee personal injury sustained while on duty.
190. Assist the departmental training officer.
191. Serve as departmental instructor.
192. Perform supervisory functions as delegated.
193. Have an understanding of and adhere to Health Insurance Portability and accountability Act of 1996 (HIPAA) restrictions.
194. Receive In-Service training on new laws concerning 911 Centers and telecommunicators.

***BE SURE TO COMPLETE THE EQUIPMENT ASSESSMENT ON THE LAST PAGE OF THE RESPONSE FORM.***

***PLEASE SEE THE NEXT PAGE.***

## **E-911 Telecommunications Operator Equipment List**

**Please Review Each Equipment Item On The Following List**

**On The Last Page Of Your Response Form Make The Appropriate  
Indication If The Item Is Available For Use  
AND  
If You Use The Item During The Course Of YOUR Duties**

1. 911 Alarm Indicators
2. 911 Telephone system
3. Alpha-numeric paging system
4. ANI/ALI system
5. CAD program software
6. Cell phone & Nextel
7. Chairs
8. Clerical Tools (Stapler, Hole Punch, Pens, Forms, Calculator)
9. Clocks, Manual Time Clocks & Computer
10. Computer
11. Computer Software (Word-Excel, email)
12. Copier
13. County/municipality directory
14. Departmental telephone lists
15. Desk/console
16. Division call out lists for after hours emergencies
17. E-mail software
18. EMD software & Cards
19. Emergency Escape Breathing Apparatus
20. Emergency Preparedness Division Red Book
21. Fax machine
22. Fire & Tornado alarms for Building
23. Fire extinguishers for communications Room
24. Fire Tones & Paging Software
25. First aid kit

26. Flashlights
27. Foot pedal
28. Handheld radio
29. HAZMAT software or NAERG manual
30. Headset for phone & radio
31. In house Warrant Computer
32. Language Line
33. Map book, Maps or Mapping Equipment & Software
34. Master Street Address Guide
35. Microphone
36. NAWAS telephone
37. NCIC Code Manual
38. NCIC Procedures Manual
39. NCIC terminal
40. Nuclear Activation equipment
41. PAWN system
42. Policy and Procedure Manuals
43. Printer
44. Printer paper
45. Public Education/Information Materials
46. Quality Assurance Software
47. Radio speaker box
48. Radio system (800 & VHF)
49. Recording system for telephones and radios
50. Reverse 911 system
51. Security Camera's
52. Security Monitors & equipment to gain Access to center
53. Shredder
54. Speakers
55. TDD machines
56. Telephone Criss-Cross reference books
57. Telephone books and Reference Books
58. Telephone handsets
59. Telephone message pads
60. Telephone system—administrative

- 61. Time clocks; Time stamp
- 62. TV & VCR
- 63. VIN Assist software
- 64. Weather (Doppler Radar)
- 65. Writing paper
- 66. Writing Utensils

***END OF SURVEY***

***THANK YOU FOR YOUR PARTICIPATION***

***Appendix C. 2005 E-911 Telecommunications Operator Criticality  
Survey Booklet***

**2005**  
**SOUTH CAROLINA**  
**E-911 TELECOMMUNICATIONS OPERATOR**  
**CERTIFICATION TRAINING**  
**JOB-TASK ANALYSIS INSTRUCTIONS:**  
**CRITICALITY SURVEY**

- PLEASE READ AND FOLLOW ALL INSTRUCTIONS.
- IN ORDER TO PARTICIPATE IN THIS SURVEY, YOU MUST BE A CERTIFIED TELECOMMUNICATIONS OPERATOR WITH ASSIGNED SUPERVISORY DUTIES.
- IF YOU ARE NOT A CERTIFIED TELECOMMUNICATIONS OPERATOR (YOU HAVE NOT COMPLETED BASIC TRAINING AT THE ACADEMY OR OTHER RECOGNIZED CERTIFYING BODY), PLEASE DO NOT COMPLETE THIS SURVEY.
- IF YOU ARE A CERTIFIED TELECOMMUNICATIONS OPERATOR AND ARE NOT ASSIGNED TO A TELECOMMUNICATIONS CENTER, PLEASE DO NOT COMPLETE THIS SURVEY.
- THIS SURVEY FORM SHOULD BE COMPLETED BY SUPERVISORY PERSONNEL AS FOLLOWS:
  - Telecommunications Director
  - Telecommunications Assistant Director
  - First Line Supervisors (two chosen by the Director)

**INSTRUCTIONS FOR COMPLETING THE RESPONSE**  
**FORM**

**USE A #2 PENCIL ONLY**

**Name:**

Last Name    OOOOOOOOOOOOOO

First Name    OOOOOOOOOO

Middle Initial    O

- Print each letter in the appropriate block.
- Darken in the proper letter bubble under each block.

**Date of birth:**

MMDDYYYY (Month – Day – Year)

- Print each number in the appropriate block.
- Darken in the proper number bubble under each block.
- Eight digits are mandatory. **EXAMPLE: May 5, 1972= 05051972**

**Social Security Number:**

- Print each number in the appropriate block.
  - Darken in the proper number bubble under each block.
  - Nine digits are mandatory. **000-00-0000**
- ✓ **NOTE:** *SSN must be correctly entered in order for recertification credit (3 hours) to be received.*

**Gender:**

- Darken in the proper bubble indicating your gender.  
☐ Female  
☐ Male

**Race:**

- Darken in the proper bubble that best describes your race.  
☐ Black  
☐ White  
☐ Native American  
☐ Asian  
☐ Hispanic  
☐ Other



**Job Title:**

- Darken in the proper two-digit code that best describes your job title.

01	Dispatcher (radio only/primarily)
02	Call Taker (telephone only/primarily)
03	Telecommunicator (both)
04	Trainer/OJT Trainer
05	Supervisor
06	Telecommunications Assistant Director
07	Telecommunications Director

\*Two-digit codes are required--**THE ZERO MUST BE INCLUDED!!!**

**Department Size:**

- Darken in the proper bubble for the number of Telecommunications Operators employed by your department or agency.
- The number does not have to be exact, you may estimate.
- **NOTE:** This includes certified personnel **ONLY**.

**Department Type:**

- Darken in the proper two-digit code that indicates the type of department or agency for which you work.

01	Law enforcement police only
02	Law enforcement police and sheriff
03	Law enforcement sheriff only
04	Fire only
05	EMS only
06	LE and Fire only
07	LE and EMS only
08	Fire and EMS only
09	Combined LE, Fire, and EMS

\*\*Two-digit codes are required--**THE ZERO MUST BE INCLUDED!!!**

**Environment Type:**

- What type of area does your department or agency serve?
- Darken the proper code.

- 0 Primarily Rural (i.e., farmland, county, etc.)
- 0 Primarily Urban (i.e., city or town)
- 0 Mixed Urban and Rural

**Number of Years of Service:**

- The total number of years that **YOU** have worked in public safety telecommunications.
- This includes comparable public safety telecommunications service in other states or at the federal level (including military).
- This includes all years of public safety telecommunications service experience before and after any breaks in service.
- **DO NOT INCLUDE** law enforcement and/or corrections experience.
- Round off to the next highest year (*i.e., if you have 3.5 years experience mark 4 years*).
- Two digits are required (*i.e., 4 years is marked as 04*).

**Educational Level:**

Darken in the **two-digit code** that indicates the highest level of education that you have completed.

- 01 GED
- 02 High School Graduate
- 03 Two-year degree
- 04 Four-year degree
- 05 Graduate level work (not completed)
- 06 Masters-level degree
- 07 Post Masters Degree work (not completed)
- 08 Doctorate-level work
- 09 JD

**Additional Demographic Information:**

***Please respond to the following questions by darkening in your response in the appropriate block on the second page of the survey response form.***

**Have you been trained and/or certified in another state as a telecommunications operator?**

☐ Yes

☐ No

**Emergency Medical Dispatch certified?**

☐ Yes

☐ No

**Do you hold any national certifications for telecommunications operators?**

☐ Yes

☐ No

**Does your department use Computer Aided Dispatch?**

☐ Yes

☐ No

**Do you participate in annual in-service training and/or continuing education?**

☐ Yes

☐ No

**Approximate total number of dispatch clients, persons or personnel (all agencies for which you dispatch, from one location).**

1-25

26-50

51-100

101-200

201-300

301-400

401 or more personnel

**Approximate total number of calls for service per year handled by your agency.**

51-100  
101-500  
501-1,000  
1,001-5,000  
5,001-10,000  
10,001-25,000  
25,001-50,000  
50,001-100,000  
100,001 or more calls

**Approximate average number of annual in-service and/or continuing education hours in which you participate.**

less than 4 hours  
5-8  
9-12  
13-20  
21 or more hours

**Is there a set and defined on-the-job training program for telecommunications in your agency?**

0 Yes  
0 No

**Approximate average number of days of on-the-job training in your agency.**

1-2 days  
3-5 days  
6-10 days  
11-15 days  
16-20 days  
21 days or more

**Approximately how long were you employed as a telecommunications operator before being certified by the South Carolina Criminal Justice Academy?**

- 1-3 months
- 4-6 months
- 7-12 months
- 13-24 months
- 25-36 months
- 37-60 months
- 61 months or more

**Is there a critical incident stress or employee assistance program available for post incidents in your departments?**

- 0 Yes
- 0 No

**Is your agency accredited (e.g., CALEA, etc.)?**

- 0 Yes
- 0 No

**Does your agency have a policy and procedure manual?**

- 0 Yes
- 0 No

**Is the policy and procedure manual readily available for reference?**

- 0 Yes
- 0 No

**What is the approximate duration of the shifts that you are assigned to work?**

- 8 hours
- 10 hours
- 12 hours
- 13 or more

Does your agency have an emergency response policy describing the duties of a telecommunications operator for responding to incidents involving Weapons of Mass Destruction?

0 Yes

0 No

Does your agency have an emergency response policy describing the duties of a telecommunications operator for responding to incidents involving Acts of Terrorism?

0 Yes

0 No

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### **Response Form Instructions:**

- Spaces are provided for responses to items contained in the booklet.
- The ***CRITICALITY*** Booklet is asking, "How serious are the consequences if these tasks are performed incorrectly or improperly?" The scales and instructions are printed at the top of each answer page.
- Also indicate if the training for the task should occur at the **BASIC** or **ADVANCED** level.
- Remember, this is a survey, not a test!!!!
- There are no right or wrong answers!!!
- Your responses are based on **YOUR EXPERIENCE** and **YOUR JUDGMENT!!!**
- You will have plenty of time to complete this survey and you will receive 3 hours recertification credit for your participation.
- Report survey participation as **ELECTIVE HOURS** on the MRN form.
- **PLEASE TURN THE PAGE AND BEGIN NOW.**

# South Carolina E-911 Telecommunications Operator Certification Training Job Task Analysis Survey

On the answer sheet provided, mark the key LETTER which best describes the consequences of an INADEQUATELY or IMPROPERLY performed task. Be sure to enter your response in the correct space.

Also, mark whether training for the task should occur in BASIC or ADVANCED.

	NOT IMPORTANT	IMPORTANT	SERIOUS	VERY SERIOUS	DISASTROUS
	A	B	C	D	E
1.	Receive in-person complaints and requests from the public (e.g., public counter).				
2.	Receive telephone complaints and requests from the public, process and refer to proper agencies and contacts.				
3.	Quickly and accurately record notes on screen or card legibly and concisely.				
4.	Receive complaints and requests from other agencies, and handle the complaint.				
5.	Receive field unit initiated calls for service and/or requests (e.g., citizen flag-down) on view.				
6.	Receive and process requests from field units.				
7.	Obtain initial complaint-screening information from victims, witness, or personnel from other agencies, and verify pertinent information (e.g., location, call back, name, and incident type, etc.).				
8.	Collect, analyze, prioritize, and process 911 calls.				
9.	Advise caller on appropriate action to take prior to the arrival of response unit(s) (e.g., police, fire, EMS, EMD and Hazmat).				
10.	Speak clearly and distinctly on radio/telephone to communicate effectively.				
11.	Use words and terms associated with effective interpersonal skills and, avoid jargon and technical slang.				
12.	Exercise calm and reasoned judgment in stressful situations.				
13.	Calm emotionally upset citizen.				
14.	Communicate effectively with person in crisis and/or panic situations.				

15. **Maintain contact with barricaded person or other crisis to calm and soothe person until specialized units can take over.**
16. **Handle abusive citizen (e.g., irate, hostile, rude, obscene).**
17. **Receive and handle false and/or nuisance calls.**
18. **Receive and handle TDD calls (e.g., hearing impaired, deaf, or speech impaired) using TDD equipment.**
19. **Receive and handle request for assistance from non-English speaking citizen.**
20. **Receive, prioritize, and handle multiple tasks related to call taking and dispatching.**
21. **Assists caller to provide initial, pre-arrival instructions to victims of accident, illness, or crime.**
22. **Communicate with intoxicated citizen.**
23. **Communicate with mentally unstable or suicidal citizen.**
24. **Communicate with special needs citizens (e.g., speech-impaired, children, mentally handicapped, elderly citizens, etc.).**
25. **Identify civil vs. criminal situations for appropriate response (referral or dispatch of law enforcement, fire, or rescue.**
26. **Obtain full complaint-dispatching information for law enforcement services.**
27. **Identify/evaluate possible risks to units responding to incident and transmit such information (e.g., person with a weapon, hazardous materials, etc.).**
28. **Establish points of contact with field units to check on status or for safety check.**
29. **Acquire and relay description of persons to field units (e.g., missing persons, suspects, and patient).**
30. **Obtain full complaint-dispatching information for medical or trauma emergencies.**
31. **Obtain full complaint-dispatching information for fire emergencies.**
32. **Obtain full complaint-dispatching information for hazards (e.g., chemical spills, power line down, flooded street, etc.)**



33. Obtain full complaint-dispatching information from anonymous caller/witness or refer appropriately.
34. Summarize incident information for dispatching purposes.
35. Enter complaint information into computer system.
36. Follow up on abandoned/911 hang up calls, and if applicable administrative lines.
37. Be conscious of job stress and use stress management techniques to maintain self control and effectiveness.
38. Identify appropriate response agency based on need and geographic location.
39. Recognize necessity to notify specific persons or agencies of unusual situations (e.g., multiple casualties, hazardous materials spills, etc).
40. Identify need for specialized resources (e.g., poison control, hazardous materials team, etc.).
41. Listen to phone caller, read screen, transmit, key-in information and speak to response unit to complete the dispatch process.
42. Use call entry system (CAD or card system) dispatch system to switch messages from one screen to another in a different location (e.g., police to fire department).
43. Monitor transferred call until connection is ensured.
44. Familiarize yourself with your agencies equipment (e.g., CAD, fax, paging system, radio, etc.).
45. Conference or patch together phone lines or a radio frequency and phone line to enable communication.
46. Comprehend and adhere to Federal Communications Rules and Regulations.
47. Verify ANI and ALI systems to identify and locate caller.
48. Fill out forms to update/correct ANI/ALI entries.
49. Refer to NCIC and other computer system manuals to identify and follow proper entry/retrieval/erasure requirements.
50. Use "emergency ring-down phones" to pass information/alerts.
51. Observe audio and/or visual alarm panel to identify alarm and location, and sends appropriate response.

52. Recognize "duress" signal from field units and initiate proper response.
53. Receive opening/closing security calls and checks to ensure proper authorization or code.
54. Use approved codes or clear speech to conduct communications/transmissions.
55. Use military time to facilitate communication/transmission.
56. Use civilian or military phonetic alphabet to facilitate communication/transmission.
57. Troubleshoot telecommunications equipment problems (e.g., load paper, fix jams, etc.).
58. Contact and maintain communications with appropriate agency personnel involved in a disaster situation.
59. Coordinate telecommunications related to high speed pursuit.
60. Use maps, street files, etc., to identify locations.
61. Demonstrate map reading skills to include providing street directions.
62. Use portable radio or alternative system to dispatch if regular system is down.
63. Identify and follow federal, state, and local regulations related to public safety dispatch operations.
64. Identify general liability related to public safety dispatch operations.
65. Provide general information to the public (e.g., phone numbers, agency services).
66. Provide information about incidents to authorized personnel.
67. Provide information about incidents to the media with proper authorization.
68. Explain department procedures and policies to the public.
69. Explain procedures to the public on how to obtain legal information.
70. Update citizens of the status of their complaint/incident, if it is an active call.

- 71. Inform citizens of the actions to take in hazardous situations (e.g., chemical spills, severe weather).**
- 72. Provide requested information to other authorized departments and agencies.**
- 73. Testify in court.**
- 74. Monitor and respond to radio/computer transmissions from all field units.**
- 75. Monitor and respond to other public service radio transmissions.**
- 76. Monitor and respond to CB/HAM radio transmissions.**
- 77. Monitor and respond to marine radio transmissions.**
- 78. Monitor and respond to alarm systems.**
- 79. Monitor and respond to civil defense networks/warning systems.**
- 80. Monitor, transmit, and respond to teletype messages (e.g., NCIC, CJICS).**
- 81. Monitor pending complaints and incidents.**
- 82. Record, monitor, coordinate, and update status information for multiple field units, agencies, and incidents.**
- 83. Participate in emergency/disaster "drills."**
- 84. Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.**
- 85. Read and understand your specific agency's local/area disaster response plans to determine roles and responsibilities for the dispatcher in the plan.**
- 86. Perform radio checks for all agencies monitored.**
- 87. Determine initial appropriate personnel and resources to dispatch to incident.**
- 88. Review location of units to select vehicle that is closest and available to handle call for service and dispatch accordingly.**
- 89. Record/review roster of units and their districts to assign work efficiently.**
- 90. Brief incoming dispatch personnel to ensure their knowledge of current and previous activities.**

91. Dispatch field units by means of radio/computer (digital) transmission to call(s) for service.
92. Dispatch specialized law enforcement unit(s) to calls for service, (e.g., SWAT, canine, investigators, etc.).
93. Dispatch or notify other public service agencies of calls for service (e.g., utilities, traffic signals, trees, etc.).
94. Coordinate and contact with other agencies to request mutual aid assistance.
95. Broadcast all points bulletins.
96. Conduct civil defense tests.
97. Use resource materials to obtain specific requested information for field units (e.g., codes numbers, criss-cross [city] directories, telephone directories).
98. Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).
99. Query database for vehicle license, registration, and stolen vehicle information.
100. Query database for criminal history information (e.g., federal, state, local).
101. Query database for driver's license information.
102. Query database for information regarding wants and warrants.
103. Query database for stolen property information.
104. Query database for gun information.
105. Query specialized databases (e.g., information regarding locations, suspects, court orders, hazards, etc.).
106. Use tape recall system to recollect dispatch or make record of "difficult" call.
107. Check and confirm the accuracy of outgoing warrants.
108. Complete data entry forms (e.g., stolen vehicle, lost or found property, firearms, etc.).

109. Complete telephone-trace procedures.
110. Document equipment malfunctions.
111. Enter or update information in computer database (e.g., stolen vehicle, property, etc).
112. Issue case and/or incident numbers.
113. Generate reports by computer (e.g., summary report of officer-generated activity, number of calls per beat, etc.).
114. Maintain business directory.
115. Maintain directory of services provided by other agencies.
116. Maintain complaint history file.
117. Maintain specialized logs or information database (e.g., medical incidents, problem addresses, restraining orders, etc.).
118. Maintain confidentiality of files and records.
119. Maintain maps, cross-street directories, and resource material.
120. Maintain records of teletypes sent and received.
121. Maintain towing agency rotation log.
122. Make entries in activity log (e.g., calls received or dispatched).
123. Prepare general broadcast bulletins.
124. Log shift roster of assigned field units.
125. Prepare summary reports (e.g., types of incidents, equipment dispatched, and disposition of incidents).
126. Purge designated files as directed.
127. Request criminal history records from other agencies.
128. Review documents and materials to prepare to testify in court.
129. Make copies of tape recordings.
130. Type information from written documents (e.g., incident information, correspondence).

131. Type information received verbally.
132. Write or type intra-department memos when required.
133. Answer and route routine business calls.
134. Attend in-service training sessions.
135. Change audio tapes.
136. Conduct tours of the facility.
137. Distribute information within the department (e.g., wanted posters, subpoenas, warrant work sheets, alarm applications, etc.).
138. Issue communications equipment.
139. Maintain equipment.
140. Maintain the cleanliness and order of the communications center.
141. Monitor building security on closed circuit TV.
142. Monitor station/facility security system (e.g., alarms, closed circuit TV system).
143. Perform general office assistance assignments.
144. Restart computer systems.
145. Route messages to department units.
146. Provide on-the-job training to new dispatchers.
147. Provide classroom training to dispatchers and other personnel.
148. Provide training to student assistants or volunteers.
149. Explain and demonstrate complaint/dispatching procedures to public safety personnel, (e.g., law enforcement firefighters, EMS, etc.).
150. Prepare maps, charts, and other materials (e.g., for training exercises and training aids).
151. Make presentations to the public regarding emergency communications.
152. Participate in peer counseling (e.g., post-trauma stress emotional problem).

153. Use keyboard to enter data from dispatch cards into computerized records system.
154. Use map book to identify and assign proper location and code.
155. Control electronically operated jail doors.
156. Assist with the service of civil papers.
157. Assist with the service of criminal subpoenas.
158. Provide information to the public as to the proper authority and process concerning the issuing of licenses and permits.
159. Maintain department files for warrants, arrests, citations, and parking tickets.
160. Maintain subpoena control log for Freedom of Information Requests.
161. Process warrants, route paperwork and complete computer data input.
162. Take photographs (e.g., during booking process).
163. Transcribe law enforcement reports.
164. Attend meetings/briefings relevant to dispatch operations (e.g., law enforcement, firefighting, EMS, etc., as assigned).
165. Lift or move heavy objects.
166. Operate internal communications equipment.
167. Monitor closed circuit television surveillance equipment.
168. Inspect audio/video communications equipment for proper operation.
169. Determine who will be allowed within the secured perimeter (e.g., verify the identity of the person entering the 911 center).
170. Check emergency power supply.
171. Make adjustments as necessary to television surveillance equipment.
172. Inspect and test all safety equipment to include fire and smoke detectors.
173. Conduct "field" (post-basic) training for new telecommunicators.
174. Receive training regarding the sexual harassment policy.

- 175. Participate in annual In-Service Training.
- 176. Maintain security of sensitive and/or confidential materials.
- 177. Participate in Bi-lingual education.
- 178. Participate in AED (automated External Defibrillator) Training.
- 179. Communicate with callers, citizens, and/or inmates who are non-English speaking.
- 180. Review standard operating procedures and policies.
- 181. Inventory forms or other administrative supplies.
- 182. Complete a shift report.
- 183. Sit continuously for more than half a shift.
- 184. Stand continuously for more than half a shift.
- 185. Notify department holding a warrant on an inmate.
- 186. Attend staff meetings.
- 187. Adhere to facility policy concerning contacts with the media.
- 188. Walk continuously for more than half a shift.
- 189. Record officer/employee personal injury sustained while on duty.
- 190. Assist the departmental training officer.
- 191. Serve as departmental instructor.
- 192. Perform supervisory functions as delegated.
- 193. Have an understanding of and adhere to Health Insurance Portability and Accountability Act of 1996 (HIPAA) restrictions.
- 194. Receive In-Service training on new laws concerning 911 Centers and telecommunicators.

***END OF SURVEY***

***THANK YOU FOR YOUR PARTICIPATION***



**Appendix D. 2005 South Carolina E-911 Telecommunications Operator Job Task Analysis Items:  
Tasks Listed in Ascending Order by Item #**

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
1	Receive in-person complaints and requests from the public (e.g., public counter).	2.74	35.1	2.62	29.9	88.4%
2	Receive telephone complaints and requests from the public, process and refer to proper agencies and contacts.	3.34	75.8	4.74	83.0	88.4%
3	Quickly and accurately record notes on screen or card legibly and concisely.	3.26	72.7	4.84	87.6	90.2%
4	Receive complaints and requests from other agencies, and handle the complaint.	3.19	66.5	4.33	66.5	88.3%
5	Receive field unit initiated calls for service and/or requests (e.g., citizen flag-down) on view.	3.36	77.3	4.64	76.3	87.4%
6	Receive and process requests from field units.	3.39	78.9	4.96	96.4	86.6%
7	Obtain initial complaint-screening information from victims, witness, or personnel from other agencies, and verify pertinent information (e.g., location, call back, name, and incident type, etc.).	3.82	93.8	4.97	96.9	82.1%
8	Collect, analyze, prioritize, and process 911 calls.	4.01	97.9	4.98	97.4	75.0%
9	Advise caller on appropriate action to take prior to the arrival of response unit(s), (e.g., police, fire, EMS, EMD and Hazmat).	3.88	94.8	4.62	75.3	64.9%
10	Speak clearly and distinctly on radio/telephone to communicate effectively.	3.39	78.4	5.00	100.0	91.1%
11	Use words and terms associated with effective interpersonal skills, and avoid jargon and technical slang.	2.88	46.4	4.98	98.5	94.6%
12	Exercise calm and reasoned judgment in stressful situations.	3.62	90.7	4.98	99.0	84.8%
13	Calm emotionally upset citizen.	3.06	57.7	4.84	86.6	86.5%
14	Communicate effectively with person in crisis and/or panic situations.	3.60	88.1	4.84	85.6	81.8%
15	Maintain contact with barricaded person or other crisis to calm and soothe person until specialized units can take over.	3.95	96.9	3.21	38.7	55.5%
16	Handle abusive citizen (e.g., irate, hostile, rude, obscene).	3.04	55.2	4.65	76.8	82.9%
17	Receive and handle false and/or nuisance calls.	2.53	22.2	4.69	80.4	97.3%
18	Receive and handle TDD calls (e.g., hearing impaired, deaf, or speech impaired) using TDD equipment.	3.92	95.9	2.12	22.7	76.6%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
19	Receive and handle request for assistance from non-English speaking citizen.	3.46	82.0	3.70	47.9	68.8%
20	Receive, prioritize, and handle multiple tasks related to call taking and dispatching.	3.61	88.7	4.94	95.4	85.6%
21	Assists caller to provide initial, pre-arrival instructions to victims of accident, illness, or crime.	3.63	91.8	4.44	70.6	65.5%
22	Communicate with intoxicated citizen.	2.71	33.5	4.49	71.6	96.4%
23	Communicate with mentally unstable or suicidal citizen.	3.89	95.4	3.99	56.2	64.0%
24	Communicate with special needs citizens (e.g., speech-impaired, children, mentally handicapped, elderly citizens, etc.).	3.62	90.2	4.18	62.9	80.2%
25	Identify civil vs. criminal situations for appropriate response (referral or dispatch of law enforcement, fire, or rescue.)	2.79	40.2	4.71	80.9	83.0%
26	Obtain full complaint-dispatching information for law enforcement services.	3.51	84.0	4.74	82.5	88.3%
27	Identify/evaluate possible risks to units responding to incident and transmit such information (e.g., person with a weapon, hazardous materials, etc.).	4.31	100.0	4.87	89.2	78.4%
28	Establish points of contact with field units to check on status or for safety check.	3.63	91.2	4.81	84.0	83.6%
29	Acquire and relay description of persons to field units (e.g., missing persons, suspects, and patient).	3.55	86.6	4.95	95.9	85.7%
30	Obtain full complaint-dispatching information for medical or trauma emergencies.	3.67	92.3	4.18	63.4	73.0%
31	Obtain full complaint-dispatching information for fire emergencies.	3.70	92.8	4.38	68.6	82.1%
32	Obtain full complaint-dispatching information for hazards (e.g., chemical spills, power line down, flooded street, etc.)	4.09	99.0	3.84	53.1	71.4%
33	Obtain full complaint-dispatching information from anonymous caller/witness or refer appropriately.	3.03	54.6	4.66	77.8	91.9%
34	Summarize incident information for dispatching purposes.	2.80	41.8	4.92	93.3	91.8%
35	Enter complaint information into computer system.	3.04	56.2	4.79	83.5	90.1%
36	Follow up on abandoned/911 hang up calls, and if applicable administrative lines.	3.41	79.4	4.92	93.3	95.5%
37	Be conscious of job stress and use stress management techniques to maintain self control and effectiveness.	3.13	60.3	4.47	71.1	76.6%
38	Identify appropriate response agency based on need and geographic location.	3.32	74.2	4.94	94.8	84.5%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
39	Recognize necessity to notify specific persons or agencies of unusual situations (e.g., multiple casualties, hazardous materials spills, etc).	3.71	93.3	4.09	60.3	69.4%
40	Identify need for specialized resources (e.g., poison control, hazardous materials team, etc.).	3.54	86.1	3.64	46.4	75.5%
41	Listen to phone caller, read screen, transmit, key-in information and speak to response unit to complete the dispatch process.	3.50	83.5	4.98	98.5	82.9%
42	Use call entry system (CAD or card system) dispatch system to switch messages from one screen to another in a different location (e.g., police to fire department).	2.82	42.8	4.04	57.7	87.3%
43	Monitor transferred call until connection is ensured.	3.23	70.6	4.92	93.8	92.9%
44	Familiarize yourself with your agencies equipment (e.g., CAD, fax, paging system, radio, etc.).	3.13	61.9	4.90	91.2	93.8%
45	Conference or patch together phone lines or a radio frequency and phone line to enable communication.	2.62	27.3	4.26	66.0	75.9%
46	Comprehend and adhere to Federal Communications Rules and Regulations.	3.16	64.4	4.84	87.1	82.0%
47	Verify ANI and ALI systems to identify and locate caller.	3.60	87.6	4.88	90.2	83.8%
48	Fill out forms to update/correct ANI/ALI entries.	3.09	59.3	3.23	39.7	85.6%
49	Refer to NCIC and other computer system manuals to identify and follow proper entry/retrieval/erasure requirements.	3.22	69.1	3.80	51.5	67.3%
50	Use "emergency ring-down phones" to pass information/alerts.	2.76	37.1	3.26	41.2	85.0%
51	Observe audio and/or visual alarm panel to identify alarm and location, and send appropriate response.	3.02	54.1	2.70	30.9	90.7%
52	Recognize "duress" signal from field units and initiate proper response.	4.24	99.5	3.85	53.6	81.1%
53	Receive opening/closing security calls and check to ensure proper authorization or code.	2.84	44.3	2.98	36.1	93.4%
54	Use approved codes or clear speech to conduct communications/transmissions.	3.15	62.9	4.91	91.8	91.9%
55	Use military time to facilitate communication/transmission.	2.34	12.9	5.00	100.0	98.2%
56	Use civilian or military phonetic alphabet to facilitate communication/transmission.	2.51	19.1	4.94	94.3	97.3%
57	Troubleshoot telecommunications equipment problems (e.g., load paper, fix jams, etc.).	2.51	20.1	4.38	68.0	89.9%
58	Contact and maintain communications with appropriate agency personnel involved in a disaster situation.	3.94	96.4	3.22	39.2	66.7%
59	Coordinate telecommunications related to high speed pursuit.	3.96	97.4	3.43	44.3	75.9%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
60	Use maps, street files, etc., to identify locations.	3.06	57.2	4.84	86.1	90.9%
61	Demonstrate map reading skills to include providing street directions.	2.89	46.9	4.59	74.2	89.2%
62	Use portable radio or alternative system to dispatch if regular system is down.	3.61	89.2	2.73	32.0	85.3%
63	Identify and follow federal, state, and local regulations related to public safety dispatch operations.	3.24	72.2	4.87	89.7	83.8%
64	Identify general liability related to public safety dispatch operations.	3.21	68.0	4.51	72.7	78.2%
65	Provide general information to the public (e.g., phone numbers, agency services).	2.15	5.7	4.87	89.2	98.2%
66	Provide information about incidents to authorized personnel.	2.94	50.5	4.81	84.5	91.7%
67	Provide information about incidents to the media with proper authorization.	2.68	30.4	2.19	24.2	75.2%
68	Explain department procedures and policies to the public.	2.43	16.0	3.24	40.2	78.5%
69	Explain procedures to the public on how to obtain legal information.	2.28	10.3	2.95	35.6	76.6%
70	Update citizens of the status of their complaint/incident, if it is an active call.	2.60	25.3	3.71	48.5	89.7%
71	Inform citizens of the actions to take in hazardous situations (e.g., chemical spills, severe weather).	3.61	89.7	2.70	31.4	64.9%
72	Provide requested information to other authorized departments and agencies.	2.94	50.5	4.68	79.4	88.4%
73	Testify in court.	3.23	71.1	1.40	8.2	59.6%
74	Monitor and respond to radio/computer transmissions from all field units.	3.86	94.3	4.82	85.1	87.3%
75	Monitor and respond to other public service radio transmissions.	3.00	53.6	3.19	37.6	89.0%
76	Monitor and respond to CB/HAM radio transmissions.	2.05	4.1	1.32	5.7	72.0%
77	Monitor and respond to marine radio transmissions.	2.09	5.2	1.29	3.6	75.0%
78	Monitor and respond to alarm systems.	3.13	61.3	2.94	35.1	93.4%
79	Monitor and respond to civil defense networks/warning systems.	3.35	76.8	2.05	20.6	72.1%
80	Monitor, transmit, and respond to teletype messages (e.g., NCIC, CJICS).	3.56	87.1	4.41	70.1	69.1%
81	Monitor pending complaints and incidents.	3.16	65.5	4.53	73.2	90.0%
82	Record, monitor, coordinate, and update status information for multiple field units, agencies, and incidents.	3.46	81.4	4.67	78.9	87.4%
83	Participate in emergency/disaster "drills."	2.98	53.1	2.00	19.1	70.9%
84	Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.	4.05	98.5	3.24	40.7	70.6%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
85	Read and understand your specific agency's local/area disaster response plans to determine roles and responsibilities for the dispatcher in the plan.	3.53	84.5	2.78	34.0	64.5%
86	Perform radio checks for all agencies monitored.	2.69	31.4	3.96	54.6	92.7%
87	Determine initial appropriate personnel and resources to dispatch to incident.	3.45	80.4	4.92	92.3	91.0%
88	Review location of units to select vehicle that is closest and available to handle call for service and dispatch accordingly.	3.08	58.8	4.66	77.3	89.9%
89	Record/review roster of units and their districts to assign work efficiently.	2.66	29.4	4.67	78.4	93.6%
90	Brief incoming dispatch personnel to ensure their knowledge of current and previous activities.	3.15	63.9	4.89	90.7	91.9%
91	Dispatch field units by means of radio/computer (digital) transmission to call(s) for service.	3.33	75.3	4.71	81.4	88.2%
92	Dispatch specialized law enforcement unit(s) to calls for service, (e.g., SWAT, canine, investigators, etc.).	3.34	76.3	3.82	52.1	81.7%
93	Dispatch or notify other public service agencies of calls for service (e.g., utilities, traffic signals, trees, etc.).	2.97	52.1	4.49	72.2	96.4%
94	Coordinate and contact with other agencies to request mutual aid assistance.	3.23	70.6	4.05	59.3	81.7%
95	Broadcast all points bulletins.	3.20	67.5	4.04	58.2	90.8%
96	Conduct civil defense tests.	2.45	17.5	1.34	6.2	69.6%
97	Use resource materials to obtain specific requested information for field units (e.g., codes numbers, criss-cross [city] directories, telephone directories).	2.81	42.3	4.68	79.9	96.4%
98	Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).	3.54	85.1	4.14	62.4	86.4%
99	Query database for vehicle license, registration, and stolen vehicle information.	3.33	74.7	4.63	75.8	81.8%
100	Query database for criminal history information (e.g., federal, state, local).	3.38	77.8	4.09	61.3	75.2%
101	Query database for driver's license information.	3.16	64.9	4.60	74.7	79.1%
102	Query database for information regarding wants and warrants.	3.41	79.9	4.40	69.1	79.1%
103	Query database for stolen property information.	3.22	69.6	4.18	63.9	79.1%
104	Query database for gun information.	3.29	73.7	3.84	52.6	79.1%
105	Query specialized databases (e.g., information regarding locations, suspects, court orders, hazards, etc.).	3.13	60.8	3.36	43.3	76.9%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
106	Use tape recall system to recollect dispatch or make record of "difficult" call.	2.90	47.4	3.98	55.7	74.3%
107	Check and confirm the accuracy of outgoing warrants.	3.27	73.2	3.19	38.1	75.0%
108	Complete data entry forms (e.g., stolen vehicle, lost or found property, firearms, etc.).	3.15	63.9	4.05	58.8	80.7%
109	Complete telephone-trace procedures.	2.62	27.8	2.23	25.3	71.0%
110	Document equipment malfunctions.	2.92	48.5	3.43	44.8	85.6%
111	Enter or update information in computer database (e.g., stolen vehicle, property, etc).	3.21	68.6	4.01	56.7	80.2%
112	Issue case and/or incident numbers.	2.62	26.8	4.74	82.0	94.5%
113	Generate reports by computer (e.g., summary report of officer-generated activity, number of calls per beat, etc.).	2.27	9.3	3.35	42.8	78.9%
114	Maintain business directory.	2.18	6.2	2.78	33.5	83.9%
115	Maintain directory of services provided by other agencies.	2.23	8.2	2.75	32.5	81.8%
116	Maintain complaint history file.	2.38	14.4	2.54	28.4	78.2%
117	Maintain specialized logs or information database (e.g., medical incidents, problem addresses, restraining orders, etc.).	2.82	43.8	3.11	37.1	76.4%
118	Maintain confidentiality of files and records.	3.45	80.9	4.35	67.5	84.4%
119	Maintain maps, cross-street directories, and resource material.	2.73	34.5	3.77	50.5	74.8%
120	Maintain records of teletypes sent and received.	2.75	36.1	3.75	50.0	78.0%
121	Maintain towing agency rotation log.	2.49	18.6	3.95	54.1	89.8%
122	Make entries in activity log (e.g., calls received or dispatched).	2.80	40.7	4.09	60.8	89.9%
123	Prepare general broadcast bulletins.	2.69	32.0	3.78	51.0	92.6%
124	Log shift roster of assigned field units.	2.45	17.0	3.97	55.2	90.7%
125	Prepare summary reports (e.g., types of incidents, equipment dispatched, and disposition of incidents).	2.36	13.9	2.85	34.5	72.1%
126	Purge designated files as directed.	2.69	30.9	2.08	21.6	58.9%
127	Request criminal history records from other agencies.	2.65	28.9	2.25	26.3	69.3%
128	Review documents and materials to prepare to testify in court.	2.98	52.6	1.40	8.2	61.3%
129	Make copies of tape recordings.	2.75	35.6	1.55	12.4	51.9%
130	Type information from written documents (e.g., incident information, correspondence).	2.31	11.3	2.05	20.1	76.2%
131	Type information received verbally.	2.84	44.8	4.40	69.6	97.2%
132	Write or type intra-department memos when required.	2.34	12.4	2.02	19.6	74.5%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
133	Answer and route routine business calls.	2.25	8.8	4.57	73.7	98.1%
134	Attend in-service training sessions.	2.92	47.9	2.50	27.8	84.4%
135	Change audio tapes.	2.76	37.6	1.68	13.9	61.5%
136	Conduct tours of the facility.	1.72	1.5	1.48	10.8	73.3%
137	Distribute information within the department (e.g., wanted posters, subpoenas, warrant work sheets, alarm applications, etc.).	2.43	14.9	2.08	21.1	82.5%
138	Issue communications equipment.	2.34	12.4	1.28	3.1	66.7%
139	Maintain equipment.	3.05	56.7	3.06	36.6	72.6%
140	Maintain the cleanliness and order of the communications center.	2.56	22.7	4.86	88.1	94.4%
141	Monitor building security on closed circuit TV.	2.93	49.0	4.06	59.8	84.9%
142	Monitor station/facility security system (e.g., alarms, closed circuit TV system).	2.79	39.2	3.74	49.0	86.3%
143	Perform general office assistance assignments.	2.30	10.8	3.75	49.5	91.6%
144	Restart computer systems.	2.77	38.1	3.46	45.9	85.3%
145	Route messages to department units.	2.51	19.6	4.20	64.4	96.3%
146	Provide on-the-job training to new dispatchers.	3.54	85.6	2.62	30.4	44.5%
147	Provide classroom training to dispatchers and other personnel.	3.24	71.6	1.47	10.3	49.1%
148	Provide training to student assistants or volunteers.	2.56	23.2	1.43	8.8	56.4%
149	Explain and demonstrate complaint/dispatching procedures to public safety personnel, (e.g., law enforcement firefighters, EMS, etc.).	2.82	43.3	2.43	27.3	59.6%
150	Prepare maps, charts, and other materials (e.g., for training exercises and training aids).	2.57	24.2	1.58	13.4	51.4%
151	Make presentations to the public regarding emergency communications.	2.48	18.0	1.35	6.7	48.1%
152	Participate in peer counseling (e.g., post-trauma stress emotional problem).	2.86	45.9	1.32	5.2	51.5%
153	Use keyboard to enter data from dispatch cards into computerized records system.	2.70	32.5	2.78	33.0	88.7%
154	Use map book to identify and assign proper location and code.	2.72	34.0	3.45	45.4	88.6%
155	Control electronically operated jail doors.	2.59	24.7	1.29	4.1	69.1%
156	Assist with the service of civil papers.	2.03	3.6	1.16	2.1	65.6%
157	Assist with the service of criminal subpoenas.	2.20	7.2	1.20	2.6	64.3%
158	Provide information to the public as to the proper authority and process concerning the issuing of licenses and permits.	2.02	2.6	2.09	22.2	72.3%
159	Maintain department files for warrants, arrests, citations, and parking tickets.	2.56	23.7	1.86	17.5	74.0%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
160	Maintain subpoena control log for Freedom of Information Requests.	2.28	9.8	1.15	1.5	56.7%
161	Process warrants, route paperwork and complete computer data input.	2.53	21.6	1.89	18.0	70.4%
162	Take photographs (e.g., during booking process).	2.03	3.1	1.12	0.5	69.8%
163	Transcribe law enforcement reports.	2.20	6.7	1.15	1.0	64.9%
164	Attend meetings/briefings relevant to dispatch operations (e.g., law enforcement, firefighting, EMS, etc., as assigned).	2.75	36.6	2.24	25.8	71.7%
165	Lift or move heavy objects.	1.61	1.0	1.69	14.4	91.0%
166	Operate internal communications equipment.	2.80	41.2	4.02	57.2	93.6%
167	Monitor closed circuit television surveillance equipment.	2.67	29.9	3.67	46.9	92.2%
168	Inspect audio/video communications equipment for proper operation.	2.63	28.4	2.56	28.9	67.6%
169	Determine who will be allowed within the secured perimeter (e.g., verify the identity of the person entering the 911 center).	3.50	83.5	4.34	67.0	82.7%
170	Check emergency power supply.	3.04	55.7	1.84	16.0	67.3%
171	Make adjustments as necessary to television surveillance equipment.	2.43	15.5	1.85	16.5	66.7%
172	Inspect and test all safety equipment to include fire and smoke detectors.	2.70	33.0	1.45	9.8	65.7%
173	Conduct "field" (post-basic) training for new telecommunicators.	2.96	51.0	1.75	14.9	50.5%
174	Receive training regarding the sexual harassment policy.	2.78	38.7	1.94	18.6	79.6%
175	Participate in annual In-Service Training.	2.93	49.5	2.21	24.7	78.0%
176	Maintain security of sensitive and/or confidential materials.	3.47	82.5	4.23	64.9	85.0%
177	Participate in Bi-lingual education.	2.44	16.5	1.36	7.2	57.3%
178	Participate in AED (Automated External Defibrillator) Training.	2.52	21.1	1.50	11.9	55.8%
179	Communicate with callers, citizens, and/or inmates who are non-English speaking.	2.85	45.4	3.39	43.8	68.8%
180	Review standard operating procedures and policies.	3.09	59.8	3.27	41.8	81.7%
181	Inventory forms or other administrative supplies.	2.07	4.6	1.82	15.5	82.9%
182	Complete a shift report.	2.35	13.4	2.59	29.4	81.1%
183	Sit continuously for more than half a shift.	2.23	7.7	4.12	61.9	96.2%
184	Stand continuously for more than half a shift.	1.90	2.1	1.57	12.9	95.1%
185	Notify department holding a warrant on an inmate.	3.15	62.4	3.30	42.3	92.4%
186	Attend staff meetings.	2.61	25.8	2.15	23.2	84.8%
187	Adhere to facility policy concerning contacts with the media.	3.07	58.2	4.25	65.5	88.7%
188	Walk continuously for more than half a shift.	1.60	0.5	1.44	9.3	92.9%
189	Record officer/employee personal injury sustained while on duty.	2.79	39.7	1.49	11.3	62.7%
190	Assist the departmental training officer.	2.51	20.6	1.86	17.0	53.3%



<b>Item #</b>	<b>Job Task Item</b>	<b>Mean Criticality</b>	<b>Percentile of Criticality</b>	<b>Mean Frequency</b>	<b>Percentile of Frequency</b>	<b>Percent for Basic Training</b>
191	Serve as departmental instructor.	2.61	26.3	1.30	4.6	41.6%
192	Perform supervisory functions as delegated.	3.17	66.0	2.16	23.7	43.8%
193	Have an understanding of and adhere to Health Insurance Portability and accountability Act of 1996 (HIPAA) restrictions.	2.96	51.5	3.67	47.4	74.5%
194	Receive In-Service training on new laws concerning 911 Centers and telecommunicators.	3.20	67.5	2.37	26.8	70.1%

**Appendix E. 2005 South Carolina E-911 Telecommunications Operator Job Task Analysis Items:  
Tasks Listed in Descending Order by Criticality**

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
27	Identify/evaluate possible risks to units responding to incident and transmit such information (e.g., person with a weapon, hazardous materials, etc.).	4.31	100.0	4.87	89.2	78.4%
52	Recognize "duress" signal from field units and initiate proper response.	4.24	99.5	3.85	53.6	81.1%
32	Obtain full complaint-dispatching information for hazards (e.g., chemical spills, power line down, flooded street, etc.)	4.09	99.0	3.84	53.1	71.4%
84	Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.	4.05	98.5	3.24	40.7	70.6%
8	Collect, analyze, prioritize, and process 911 calls.	4.01	97.9	4.98	97.4	75.0%
59	Coordinate telecommunications related to high speed pursuit.	3.96	97.4	3.43	44.3	75.9%
15	Maintain contact with barricaded person or other crisis to calm and soothe person until specialized units can take over.	3.95	96.9	3.21	38.7	55.5%
58	Contact and maintain communications with appropriate agency personnel involved in a disaster situation.	3.94	96.4	3.22	39.2	66.7%
18	Receive and handle TDD calls (e.g., hearing impaired, deaf, or speech impaired) using TDD equipment.	3.92	95.9	2.12	22.7	76.6%
23	Communicate with mentally unstable or suicidal citizen.	3.89	95.4	3.99	56.2	64.0%
9	Advise caller on appropriate action to take prior to the arrival of response unit(s), (e.g., police, fire, EMS, EMD and Hazmat).	3.88	94.8	4.62	75.3	64.9%
74	Monitor and respond to radio/computer transmissions from all field units.	3.86	94.3	4.82	85.1	87.3%
7	Obtain initial complaint-screening information from victims, witness, or personnel from other agencies, and verify pertinent information (e.g., location, call back, name, and incident type, etc.).	3.82	93.8	4.97	96.9	82.1%
39	Recognize necessity to notify specific persons or agencies of unusual situations (e.g., multiple casualties, hazardous materials spills, etc.).	3.71	93.3	4.09	60.3	69.4%
31	Obtain full complaint-dispatching information for fire emergencies.	3.70	92.8	4.38	68.6	82.1%
30	Obtain full complaint-dispatching information for medical or trauma emergencies.	3.67	92.3	4.18	63.4	73.0%
21	Assists caller to provide initial, pre-arrival instructions to victims of accident, illness, or crime.	3.63	91.8	4.44	70.6	65.5%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
28	Establish points of contact with field units to check on status or for safety check.	3.63	91.2	4.81	84.0	83.6%
12	Exercise calm and reasoned judgment in stressful situations.	3.62	90.7	4.98	99.0	84.8%
24	Communicate with special needs citizens (e.g., speech-impaired, children, mentally handicapped, elderly citizens, etc.).	3.62	90.2	4.18	62.9	80.2%
71	Inform citizens of the actions to take in hazardous situations (e.g., chemical spills, severe weather).	3.61	89.7	2.70	31.4	64.9%
62	Use portable radio or alternative system to dispatch if regular system is down.	3.61	89.2	2.73	32.0	85.3%
20	Receive, prioritize, and handle multiple tasks related to call taking and dispatching.	3.61	88.7	4.94	95.4	85.6%
14	Communicate effectively with person in crisis and/or panic situations.	3.60	88.1	4.84	85.6	81.8%
47	Verify ANI and ALI systems to identify and locate caller.	3.60	87.6	4.88	90.2	83.8%
80	Monitor, transmit, and respond to teletype messages (e.g., NCIC, CJICS).	3.56	87.1	4.41	70.1	69.1%
29	Acquire and relay description of persons to field units (e.g., missing persons, suspects, and patient).	3.55	86.6	4.95	95.9	85.7%
40	Identify need for specialized resources (e.g., poison control, hazardous materials team, etc.).	3.54	86.1	3.64	46.4	75.5%
146	Provide on-the-job training to new dispatchers.	3.54	85.6	2.62	30.4	44.5%
98	Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).	3.54	85.1	4.14	62.4	86.4%
85	Read and understand your specific agency's local/area disaster response plans to determine roles and responsibilities for the dispatcher in the plan.	3.53	84.5	2.78	34.0	64.5%
26	Obtain full complaint-dispatching information for law enforcement services.	3.51	84.0	4.74	82.5	88.3%
41	Listen to phone caller, read screen, transmit, key-in information and speak to response unit to complete the dispatch process.	3.50	83.5	4.98	98.5	82.9%
169	Determine who will be allowed within the secured perimeter (e.g., verify the identity of the person entering the 911 center).	3.50	83.5	4.34	67.0	82.7%
176	Maintain security of sensitive and/or confidential materials.	3.47	82.5	4.23	64.9	85.0%
19	Receive and handle request for assistance from non-English speaking citizen.	3.46	82.0	3.70	47.9	68.8%
82	Record, monitor, coordinate, and update status information for multiple field units, agencies, and incidents.	3.46	81.4	4.67	78.9	87.4%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
118	Maintain confidentiality of files and records.	3.45	80.9	4.35	67.5	84.4%
87	Determine initial appropriate personnel and resources to dispatch to incident.	3.45	80.4	4.92	92.3	91.0%
102	Query database for information regarding wants and warrants.	3.41	79.9	4.40	69.1	79.1%
36	Follow up on abandoned/911 hang up calls, and if applicable administrative lines.	3.41	79.4	4.92	93.3	95.5%
6	Receive and process requests from field units.	3.39	78.9	4.96	96.4	86.6%
10	Speak clearly and distinctly on radio/telephone to communicate effectively.	3.39	78.4	5.00	100.0	91.1%
100	Query database for criminal history information (e.g., federal, state, local).	3.38	77.8	4.09	61.3	75.2%
5	Receive field unit initiated calls for service and/or requests (e.g., citizen flag-down) on view.	3.36	77.3	4.64	76.3	87.4%
79	Monitor and respond to civil defense networks/warning systems.	3.35	76.8	2.05	20.6	72.1%
92	Dispatch specialized law enforcement unit(s) to calls for service, (e.g., SWAT, canine, investigators, etc.).	3.34	76.3	3.82	52.1	81.7%
2	Receive telephone complaints and requests from the public, process and refer to proper agencies and contacts.	3.34	75.8	4.74	83.0	88.4%
91	Dispatch field units by means of radio/computer (digital) transmission to call(s) for service.	3.33	75.3	4.71	81.4	88.2%
99	Query database for vehicle license, registration, and stolen vehicle information.	3.33	74.7	4.63	75.8	81.8%
38	Identify appropriate response agency based on need and geographic location.	3.32	74.2	4.94	94.8	84.5%
104	Query database for gun information.	3.29	73.7	3.84	52.6	79.1%
107	Check and confirm the accuracy of outgoing warrants.	3.27	73.2	3.19	38.1	75.0%
3	Quickly and accurately record notes on screen or card legibly and concisely.	3.26	72.7	4.84	87.6	90.2%
63	Identify and follow federal, state, and local regulations related to public safety dispatch operations.	3.24	72.2	4.87	89.7	83.8%
147	Provide classroom training to dispatchers and other personnel.	3.24	71.6	1.47	10.3	49.1%
73	Testify in court.	3.23	71.1	1.40	8.2	59.6%
43	Monitor transferred call until connection is ensured.	3.23	70.6	4.92	93.8	92.9%
94	Coordinate and contact with other agencies to request mutual aid assistance.	3.23	70.6	4.05	59.3	81.7%
103	Query database for stolen property information.	3.22	69.6	4.18	63.9	79.1%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
49	Refer to NCIC and other computer system manuals to identify and follow proper entry/retrieval/erasure requirements.	3.22	69.1	3.80	51.5	67.3%
111	Enter or update information in computer database (e.g., stolen vehicle, property, etc).	3.21	68.6	4.01	56.7	80.2%
64	Identify general liability related to public safety dispatch operations.	3.21	68.0	4.51	72.7	78.2%
95	Broadcast all points bulletins.	3.20	67.5	4.04	58.2	90.8%
194	Receive In-Service training on new laws concerning 911 Centers and telecommunicators.	3.20	67.5	2.37	26.8	70.1%
4	Receive complaints and requests from other agencies, and handle the complaint.	3.19	66.5	4.33	66.5	88.3%
192	Perform supervisory functions as delegated.	3.17	66.0	2.16	23.7	43.8%
81	Monitor pending complaints and incidents.	3.16	65.5	4.53	73.2	90.0%
101	Query database for driver's license information.	3.16	64.9	4.60	74.7	79.1%
46	Comprehend and adhere to Federal Communications Rules and Regulations.	3.16	64.4	4.84	87.1	82.0%
90	Brief incoming dispatch personnel to ensure their knowledge of current and previous activities.	3.15	63.9	4.89	90.7	91.9%
108	Complete data entry forms (e.g., stolen vehicle, lost or found property, firearms, etc.).	3.15	63.9	4.05	58.8	80.7%
54	Use approved codes or clear speech to conduct communications/transmissions.	3.15	62.9	4.91	91.8	91.9%
185	Notify department holding a warrant on an inmate.	3.15	62.4	3.30	42.3	92.4%
44	Familiarize yourself with your agencies equipment (e.g., CAD, fax, paging system, radio, etc.).	3.13	61.9	4.90	91.2	93.8%
78	Monitor and respond to alarm systems.	3.13	61.3	2.94	35.1	93.4%
105	Query specialized databases (e.g., information regarding locations, suspects, court orders, hazards, etc.).	3.13	60.8	3.36	43.3	76.9%
37	Be conscious of job stress and use stress management techniques to maintain self control and effectiveness.	3.13	60.3	4.47	71.1	76.6%
180	Review standard operating procedures and policies.	3.09	59.8	3.27	41.8	81.7%
48	Fill out forms to update/correct ANI/ALI entries.	3.09	59.3	3.23	39.7	85.6%
88	Review location of units to select vehicle that is closest and available to handle call for service and dispatch accordingly.	3.08	58.8	4.66	77.3	89.9%
187	Adhere to facility policy concerning contacts with the media.	3.07	58.2	4.25	65.5	88.7%
13	Calm emotionally upset citizen.	3.06	57.7	4.84	86.6	86.5%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
60	Use maps, street files, etc., to identify locations.	3.06	57.2	4.84	86.1	90.9%
139	Maintain equipment.	3.05	56.7	3.06	36.6	72.6%
35	Enter complaint information into computer system.	3.04	56.2	4.79	83.5	90.1%
170	Check emergency power supply.	3.04	55.7	1.84	16.0	67.3%
16	Handle abusive citizen (e.g., irate, hostile, rude, obscene).	3.04	55.2	4.65	76.8	82.9%
33	Obtain full complaint-dispatching information from anonymous caller/witness or refer appropriately.	3.03	54.6	4.66	77.8	91.9%
51	Observe audio and/or visual alarm panel to identify alarm and location, and send appropriate response.	3.02	54.1	2.70	30.9	90.7%
75	Monitor and respond to other public service radio transmissions.	3.00	53.6	3.19	37.6	89.0%
83	Participate in emergency/disaster "drills."	2.98	53.1	2.00	19.1	70.9%
128	Review documents and materials to prepare to testify in court.	2.98	52.6	1.40	8.2	61.3%
93	Dispatch or notify other public service agencies of calls for service (e.g., utilities, traffic signals, trees, etc.).	2.97	52.1	4.49	72.2	96.4%
193	Have an understanding of and adhere to Health Insurance Portability and accountability Act of 1996 (HIPAA) restrictions.	2.96	51.5	3.67	47.4	74.5%
173	Conduct "field" (post-basic) training for new telecommunicators.	2.96	51.0	1.75	14.9	50.5%
66	Provide information about incidents to authorized personnel.	2.94	50.5	4.81	84.5	91.7%
72	Provide requested information to other authorized departments and agencies.	2.94	50.5	4.68	79.4	88.4%
175	Participate in annual In-Service Training.	2.93	49.5	2.21	24.7	78.0%
141	Monitor building security on closed circuit TV.	2.93	49.0	4.06	59.8	84.9%
110	Document equipment malfunctions.	2.92	48.5	3.43	44.8	85.6%
134	Attend in-service training sessions.	2.92	47.9	2.50	27.8	84.4%
106	Use tape recall system to recollect dispatch or make record of "difficult" call.	2.90	47.4	3.98	55.7	74.3%
61	Demonstrate map reading skills to include providing street directions.	2.89	46.9	4.59	74.2	89.2%
11	Use words and terms associated with effective interpersonal skills, and avoid jargon and technical slang.	2.88	46.4	4.98	98.5	94.6%
152	Participate in peer counseling (e.g., post-trauma stress emotional problem).	2.86	45.9	1.32	5.2	51.5%
179	Communicate with callers, citizens, and/or inmates who are non-English speaking.	2.85	45.4	3.39	43.8	68.8%
131	Type information received verbally.	2.84	44.8	4.40	69.6	97.2%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
53	Receive opening/closing security calls and check to ensure proper authorization or code.	2.84	44.3	2.98	36.1	93.4%
117	Maintain specialized logs or information database (e.g., medical incidents, problem addresses, restraining orders, etc.).	2.82	43.8	3.11	37.1	76.4%
149	Explain and demonstrate complaint/dispatching procedures to public safety personnel, (e.g., law enforcement firefighters, EMS, etc.).	2.82	43.3	2.43	27.3	59.6%
42	Use call entry system (CAD or card system) dispatch system to switch messages from one screen to another in a different location (e.g., police to fire department).	2.82	42.8	4.04	57.7	87.3%
97	Use resource materials to obtain specific requested information for field units (e.g., codes numbers, criss-cross [city] directories, telephone directories).	2.81	42.3	4.68	79.9	96.4%
34	Summarize incident information for dispatching purposes.	2.80	41.8	4.92	93.3	91.8%
166	Operate internal communications equipment.	2.80	41.2	4.02	57.2	93.6%
122	Make entries in activity log (e.g., calls received or dispatched).	2.80	40.7	4.09	60.8	89.9%
25	Identify civil vs. criminal situations for appropriate response (referral or dispatch of law enforcement, fire, or rescue.)	2.79	40.2	4.71	80.9	83.0%
189	Record officer/employee personal injury sustained while on duty.	2.79	39.7	1.49	11.3	62.7%
142	Monitor station/facility security system (e.g., alarms, closed circuit TV system).	2.79	39.2	3.74	49.0	86.3%
174	Receive training regarding the sexual harassment policy.	2.78	38.7	1.94	18.6	79.6%
144	Restart computer systems.	2.77	38.1	3.46	45.9	85.3%
135	Change audio tapes.	2.76	37.6	1.68	13.9	61.5%
50	Use "emergency ring-down phones" to pass information/alerts.	2.76	37.1	3.26	41.2	85.0%
164	Attend meetings/briefings relevant to dispatch operations (e.g., law enforcement, firefighting, EMS, etc., as assigned).	2.75	36.6	2.24	25.8	71.7%
120	Maintain records of teletypes sent and received.	2.75	36.1	3.75	50.0	78.0%
129	Make copies of tape recordings.	2.75	35.6	1.55	12.4	51.9%
1	Receive in-person complaints and requests from the public (e.g., public counter).	2.74	35.1	2.62	29.9	88.4%
119	Maintain maps, cross-street directories, and resource material.	2.73	34.5	3.77	50.5	74.8%
154	Use map book to identify and assign proper location and code.	2.72	34.0	3.45	45.4	88.6%
22	Communicate with intoxicated citizen.	2.71	33.5	4.49	71.6	96.4%
172	Inspect and test all safety equipment to include fire and smoke detectors.	2.70	33.0	1.45	9.8	65.7%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
153	Use keyboard to enter data from dispatch cards into computerized records system.	2.70	32.5	2.78	33.0	88.7%
123	Prepare general broadcast bulletins.	2.69	32.0	3.78	51.0	92.6%
86	Perform radio checks for all agencies monitored.	2.69	31.4	3.96	54.6	92.7%
126	Purge designated files as directed.	2.69	30.9	2.08	21.6	58.9%
67	Provide information about incidents to the media with proper authorization.	2.68	30.4	2.19	24.2	75.2%
167	Monitor closed circuit television surveillance equipment.	2.67	29.9	3.67	46.9	92.2%
89	Record/review roster of units and their districts to assign work efficiently.	2.66	29.4	4.67	78.4	93.6%
127	Request criminal history records from other agencies.	2.65	28.9	2.25	26.3	69.3%
168	Inspect audio/video communications equipment for proper operation.	2.63	28.4	2.56	28.9	67.6%
109	Complete telephone-trace procedures.	2.62	27.8	2.23	25.3	71.0%
45	Conference or patch together phone lines or a radio frequency and phone line to enable communication.	2.62	27.3	4.26	66.0	75.9%
112	Issue case and/or incident numbers.	2.62	26.8	4.74	82.0	94.5%
191	Serve as departmental instructor.	2.61	26.3	1.30	4.6	41.6%
186	Attend staff meetings.	2.61	25.8	2.15	23.2	84.8%
70	Update citizens of the status of their complaint/incident, if it is an active call.	2.60	25.3	3.71	48.5	89.7%
155	Control electronically operated jail doors.	2.59	24.7	1.29	4.1	69.1%
150	Prepare maps, charts, and other materials (e.g., for training exercises and training aids).	2.57	24.2	1.58	13.4	51.4%
159	Maintain department files for warrants, arrests, citations, and parking tickets.	2.56	23.7	1.86	17.5	74.0%
148	Provide training to student assistants or volunteers.	2.56	23.2	1.43	8.8	56.4%
140	Maintain the cleanliness and order of the communications center.	2.56	22.7	4.86	88.1	94.4%
17	Receive and handle false and/or nuisance calls.	2.53	22.2	4.69	80.4	97.3%
161	Process warrants, route paperwork and complete computer data input.	2.53	21.6	1.89	18.0	70.4%
178	Participate in AED (Automated External Defibrillator) Training.	2.52	21.1	1.50	11.9	55.8%
190	Assist the departmental training officer.	2.51	20.6	1.86	17.0	53.3%
57	Troubleshoot telecommunications equipment problems (e.g., load paper, fix jams, etc.).	2.51	20.1	4.38	68.0	89.9%
145	Route messages to department units.	2.51	19.6	4.20	64.4	96.3%
56	Use civilian or military phonetic alphabet to facilitate communication/transmission.	2.51	19.1	4.94	94.3	97.3%



Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
121	Maintain towing agency rotation log.	2.49	18.6	3.95	54.1	89.8%
151	Make presentations to the public regarding emergency communications.	2.48	18.0	1.35	6.7	48.1%
96	Conduct civil defense tests.	2.45	17.5	1.34	6.2	69.6%
124	Log shift roster of assigned field units.	2.45	17.0	3.97	55.2	90.7%
177	Participate in Bi-lingual education.	2.44	16.5	1.36	7.2	57.3%
68	Explain department procedures and policies to the public.	2.43	16.0	3.24	40.2	78.5%
171	Make adjustments as necessary to television surveillance equipment.	2.43	15.5	1.85	16.5	66.7%
137	Distribute information within the department (e.g., wanted posters, subpoenas, warrant work sheets, alarm applications, etc.).	2.43	14.9	2.08	21.1	82.5%
116	Maintain complaint history file.	2.38	14.4	2.54	28.4	78.2%
125	Prepare summary reports (e.g., types of incidents, equipment dispatched, and disposition of incidents).	2.36	13.9	2.85	34.5	72.1%
182	Complete a shift report.	2.35	13.4	2.59	29.4	81.1%
55	Use military time to facilitate communication/transmission.	2.34	12.9	5.00	100.0	98.2%
132	Write or type intra-department memos when required.	2.34	12.4	2.02	19.6	74.5%
138	Issue communications equipment.	2.34	12.4	1.28	3.1	66.7%
130	Type information from written documents (e.g., incident information, correspondence).	2.31	11.3	2.05	20.1	76.2%
143	Perform general office assistance assignments.	2.30	10.8	3.75	49.5	91.6%
69	Explain procedures to the public on how to obtain legal information.	2.28	10.3	2.95	35.6	76.6%
160	Maintain subpoena control log for Freedom of Information Requests.	2.28	9.8	1.15	1.5	56.7%
113	Generate reports by computer (e.g., summary report of officer-generated activity, number of calls per beat, etc.).	2.27	9.3	3.35	42.8	78.9%
133	Answer and route routine business calls.	2.25	8.8	4.57	73.7	98.1%
115	Maintain directory of services provided by other agencies.	2.23	8.2	2.75	32.5	81.8%
183	Sit continuously for more than half a shift.	2.23	7.7	4.12	61.9	96.2%
157	Assist with the service of criminal subpoenas.	2.20	7.2	1.20	2.6	64.3%
163	Transcribe law enforcement reports.	2.20	6.7	1.15	1.0	64.9%
114	Maintain business directory.	2.18	6.2	2.78	33.5	83.9%
65	Provide general information to the public (e.g., phone numbers, agency services).	2.15	5.7	4.87	89.2	98.2%
77	Monitor and respond to marine radio transmissions.	2.09	5.2	1.29	3.6	75.0%
181	Inventory forms or other administrative supplies.	2.07	4.6	1.82	15.5	82.9%
76	Monitor and respond to CB/HAM radio transmissions.	2.05	4.1	1.32	5.7	72.0%

<b>Item #</b>	<b>Job Task Item</b>	<b>Mean Criticality</b>	<b>Percentile of Criticality</b>	<b>Mean Frequency</b>	<b>Percentile of Frequency</b>	<b>Percent for Basic Training</b>
156	Assist with the service of civil papers.	2.03	3.6	1.16	2.1	65.6%
162	Take photographs (e.g., during booking process).	2.03	3.1	1.12	0.5	69.8%
158	Provide information to the public as to the proper authority and process concerning the issuing of licenses and permits.	2.02	2.6	2.09	22.2	72.3%
184	Stand continuously for more than half a shift.	1.90	2.1	1.57	12.9	95.1%
136	Conduct tours of the facility.	1.72	1.5	1.48	10.8	73.3%
165	Lift or move heavy objects.	1.61	1.0	1.69	14.4	91.0%
188	Walk continuously for more than half a shift.	1.60	0.5	1.44	9.3	92.9%

**Appendix F. 2005 South Carolina E-911 Telecommunications Operator Job Task Analysis Items:  
Tasks Listed in Descending Order by Frequency**

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
10	Speak clearly and distinctly on radio/telephone to communicate effectively.	3.39	78.4	5.00	100.0	91.1%
55	Use military time to facilitate communication/transmission.	2.34	12.9	5.00	100.0	98.2%
12	Exercise calm and reasoned judgment in stressful situations.	3.62	90.7	4.98	99.0	84.8%
41	Listen to phone caller, read screen, transmit, key-in information and speak to response unit to complete the dispatch process.	3.50	83.5	4.98	98.5	82.9%
11	Use words and terms associated with effective interpersonal skills, and avoid jargon and technical slang.	2.88	46.4	4.98	98.5	94.6%
8	Collect, analyze, prioritize, and process 911 calls.	4.01	97.9	4.98	97.4	75.0%
7	Obtain initial complaint-screening information from victims, witness, or personnel from other agencies, and verify pertinent information (e.g., location, call back, name, and incident type, etc.).	3.82	93.8	4.97	96.9	82.1%
6	Receive and process requests from field units.	3.39	78.9	4.96	96.4	86.6%
29	Acquire and relay description of persons to field units (e.g., missing persons, suspects, and patient).	3.55	86.6	4.95	95.9	85.7%
20	Receive, prioritize, and handle multiple tasks related to call taking and dispatching.	3.61	88.7	4.94	95.4	85.6%
38	Identify appropriate response agency based on need and geographic location.	3.32	74.2	4.94	94.8	84.5%
56	Use civilian or military phonetic alphabet to facilitate communication/transmission.	2.51	19.1	4.94	94.3	97.3%
43	Monitor transferred call until connection is ensured.	3.23	70.6	4.92	93.8	92.9%
36	Follow up on abandoned/911 hang up calls, and if applicable administrative lines.	3.41	79.4	4.92	93.3	95.5%
34	Summarize incident information for dispatching purposes.	2.80	41.8	4.92	93.3	91.8%
87	Determine initial appropriate personnel and resources to dispatch to incident.	3.45	80.4	4.92	92.3	91.0%
54	Use approved codes or clear speech to conduct communications/transmissions.	3.15	62.9	4.91	91.8	91.9%
44	Familiarize yourself with your agencies equipment (e.g., CAD, fax, paging system, radio, etc.).	3.13	61.9	4.90	91.2	93.8%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
90	Brief incoming dispatch personnel to ensure their knowledge of current and previous activities.	3.15	63.9	4.89	90.7	91.9%
47	Verify ANI and ALI systems to identify and locate caller.	3.60	87.6	4.88	90.2	83.8%
63	Identify and follow federal, state, and local regulations related to public safety dispatch operations.	3.24	72.2	4.87	89.7	83.8%
27	Identify/evaluate possible risks to units responding to incident and transmit such information (e.g., person with a weapon, hazardous materials, etc.).	4.31	100.0	4.87	89.2	78.4%
65	Provide general information to the public (e.g., phone numbers, agency services).	2.15	5.7	4.87	89.2	98.2%
140	Maintain the cleanliness and order of the communications center.	2.56	22.7	4.86	88.1	94.4%
3	Quickly and accurately record notes on screen or card legibly and concisely.	3.26	72.7	4.84	87.6	90.2%
46	Comprehend and adhere to Federal Communications Rules and Regulations.	3.16	64.4	4.84	87.1	82.0%
13	Calm emotionally upset citizen.	3.06	57.7	4.84	86.6	86.5%
60	Use maps, street files, etc., to identify locations.	3.06	57.2	4.84	86.1	90.9%
14	Communicate effectively with person in crisis and/or panic situations.	3.60	88.1	4.84	85.6	81.8%
74	Monitor and respond to radio/computer transmissions from all field units.	3.86	94.3	4.82	85.1	87.3%
66	Provide information about incidents to authorized personnel.	2.94	50.5	4.81	84.5	91.7%
28	Establish points of contact with field units to check on status or for safety check.	3.63	91.2	4.81	84.0	83.6%
35	Enter complaint information into computer system.	3.04	56.2	4.79	83.5	90.1%
2	Receive telephone complaints and requests from the public, process and refer to proper agencies and contacts.	3.34	75.8	4.74	83.0	88.4%
26	Obtain full complaint-dispatching information for law enforcement services.	3.51	84.0	4.74	82.5	88.3%
112	Issue case and/or incident numbers.	2.62	26.8	4.74	82.0	94.5%
91	Dispatch field units by means of radio/computer (digital) transmission to call(s) for service.	3.33	75.3	4.71	81.4	88.2%
25	Identify civil vs. criminal situations for appropriate response (referral or dispatch of law enforcement, fire, or rescue.)	2.79	40.2	4.71	80.9	83.0%
17	Receive and handle false and/or nuisance calls.	2.53	22.2	4.69	80.4	97.3%
97	Use resource materials to obtain specific requested information for field units (e.g., codes numbers, criss-cross [city] directories, telephone directories).	2.81	42.3	4.68	79.9	96.4%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
72	Provide requested information to other authorized departments and agencies.	2.94	50.5	4.68	79.4	88.4%
82	Record, monitor, coordinate, and update status information for multiple field units, agencies, and incidents.	3.46	81.4	4.67	78.9	87.4%
89	Record/review roster of units and their districts to assign work efficiently.	2.66	29.4	4.67	78.4	93.6%
33	Obtain full complaint-dispatching information from anonymous caller/witness or refer appropriately.	3.03	54.6	4.66	77.8	91.9%
88	Review location of units to select vehicle that is closest and available to handle call for service and dispatch accordingly.	3.08	58.8	4.66	77.3	89.9%
16	Handle abusive citizen (e.g., irate, hostile, rude, obscene).	3.04	55.2	4.65	76.8	82.9%
5	Receive field unit initiated calls for service and/or requests (e.g., citizen flag-down) on view.	3.36	77.3	4.64	76.3	87.4%
99	Query database for vehicle license, registration, and stolen vehicle information.	3.33	74.7	4.63	75.8	81.8%
9	Advise caller on appropriate action to take prior to the arrival of response unit(s), (e.g., police, fire, EMS, EMD and Hazmat).	3.88	94.8	4.62	75.3	64.9%
101	Query database for driver's license information.	3.16	64.9	4.60	74.7	79.1%
61	Demonstrate map reading skills to include providing street directions.	2.89	46.9	4.59	74.2	89.2%
133	Answer and route routine business calls.	2.25	8.8	4.57	73.7	98.1%
81	Monitor pending complaints and incidents.	3.16	65.5	4.53	73.2	90.0%
64	Identify general liability related to public safety dispatch operations.	3.21	68.0	4.51	72.7	78.2%
93	Dispatch or notify other public service agencies of calls for service (e.g., utilities, traffic signals, trees, etc.).	2.97	52.1	4.49	72.2	96.4%
22	Communicate with intoxicated citizen.	2.71	33.5	4.49	71.6	96.4%
37	Be conscious of job stress and use stress management techniques to maintain self control and effectiveness.	3.13	60.3	4.47	71.1	76.6%
21	Assists caller to provide initial, pre-arrival instructions to victims of accident, illness, or crime.	3.63	91.8	4.44	70.6	65.5%
80	Monitor, transmit, and respond to teletype messages (e.g., NCIC, CJICS).	3.56	87.1	4.41	70.1	69.1%
131	Type information received verbally.	2.84	44.8	4.40	69.6	97.2%
102	Query database for information regarding wants and warrants.	3.41	79.9	4.40	69.1	79.1%
31	Obtain full complaint-dispatching information for fire emergencies.	3.70	92.8	4.38	68.6	82.1%
57	Troubleshoot telecommunications equipment problems (e.g., load paper, fix jams, etc.).	2.51	20.1	4.38	68.0	89.9%
118	Maintain confidentiality of files and records.	3.45	80.9	4.35	67.5	84.4%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
169	Determine who will be allowed within the secured perimeter (e.g., verify the identity of the person entering the 911 center).	3.50	83.5	4.34	67.0	82.7%
4	Receive complaints and requests from other agencies, and handle the complaint.	3.19	66.5	4.33	66.5	88.3%
45	Conference or patch together phone lines or a radio frequency and phone line to enable communication.	2.62	27.3	4.26	66.0	75.9%
187	Adhere to facility policy concerning contacts with the media.	3.07	58.2	4.25	65.5	88.7%
176	Maintain security of sensitive and/or confidential materials.	3.47	82.5	4.23	64.9	85.0%
145	Route messages to department units.	2.51	19.6	4.20	64.4	96.3%
103	Query database for stolen property information.	3.22	69.6	4.18	63.9	79.1%
30	Obtain full complaint-dispatching information for medical or trauma emergencies.	3.67	92.3	4.18	63.4	73.0%
24	Communicate with special needs citizens (e.g., speech-impaired, children, mentally handicapped, elderly citizens, etc.).	3.62	90.2	4.18	62.9	80.2%
98	Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).	3.54	85.1	4.14	62.4	86.4%
183	Sit continuously for more than half a shift.	2.23	7.7	4.12	61.9	96.2%
100	Query database for criminal history information (e.g., federal, state, local).	3.38	77.8	4.09	61.3	75.2%
122	Make entries in activity log (e.g., calls received or dispatched).	2.80	40.7	4.09	60.8	89.9%
39	Recognize necessity to notify specific persons or agencies of unusual situations (e.g., multiple casualties, hazardous materials spills, etc).	3.71	93.3	4.09	60.3	69.4%
141	Monitor building security on closed circuit TV.	2.93	49.0	4.06	59.8	84.9%
94	Coordinate and contact with other agencies to request mutual aid assistance.	3.23	70.6	4.05	59.3	81.7%
108	Complete data entry forms (e.g., stolen vehicle, lost or found property, firearms, etc.).	3.15	63.9	4.05	58.8	80.7%
95	Broadcast all points bulletins.	3.20	67.5	4.04	58.2	90.8%
42	Use call entry system (CAD or card system) dispatch system to switch messages from one screen to another in a different location (e.g., police to fire department).	2.82	42.8	4.04	57.7	87.3%
166	Operate internal communications equipment.	2.80	41.2	4.02	57.2	93.6%
111	Enter or update information in computer database (e.g., stolen vehicle, property, etc).	3.21	68.6	4.01	56.7	80.2%
23	Communicate with mentally unstable or suicidal citizen.	3.89	95.4	3.99	56.2	64.0%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
106	Use tape recall system to recollect dispatch or make record of "difficult" call.	2.90	47.4	3.98	55.7	74.3%
124	Log shift roster of assigned field units.	2.45	17.0	3.97	55.2	90.7%
86	Perform radio checks for all agencies monitored.	2.69	31.4	3.96	54.6	92.7%
121	Maintain towing agency rotation log.	2.49	18.6	3.95	54.1	89.8%
52	Recognize "duress" signal from field units and initiate proper response.	4.24	99.5	3.85	53.6	81.1%
32	Obtain full complaint-dispatching information for hazards (e.g., chemical spills, power line down, flooded street, etc.)	4.09	99.0	3.84	53.1	71.4%
104	Query database for gun information.	3.29	73.7	3.84	52.6	79.1%
92	Dispatch specialized law enforcement unit(s) to calls for service, (e.g., SWAT, canine, investigators, etc.).	3.34	76.3	3.82	52.1	81.7%
49	Refer to NCIC and other computer system manuals to identify and follow proper entry/retrieval/erasure requirements.	3.22	69.1	3.80	51.5	67.3%
123	Prepare general broadcast bulletins.	2.69	32.0	3.78	51.0	92.6%
119	Maintain maps, cross-street directories, and resource material.	2.73	34.5	3.77	50.5	74.8%
120	Maintain records of teletypes sent and received.	2.75	36.1	3.75	50.0	78.0%
143	Perform general office assistance assignments.	2.30	10.8	3.75	49.5	91.6%
142	Monitor station/facility security system (e.g., alarms, closed circuit TV system).	2.79	39.2	3.74	49.0	86.3%
70	Update citizens of the status of their complaint/incident, if it is an active call.	2.60	25.3	3.71	48.5	89.7%
19	Receive and handle request for assistance from non-English speaking citizen.	3.46	82.0	3.70	47.9	68.8%
193	Have an understanding of and adhere to Health Insurance Portability and accountability Act of 1996 (HIPAA) restrictions.	2.96	51.5	3.67	47.4	74.5%
167	Monitor closed circuit television surveillance equipment.	2.67	29.9	3.67	46.9	92.2%
40	Identify need for specialized resources (e.g., poison control, hazardous materials team, etc.).	3.54	86.1	3.64	46.4	75.5%
144	Restart computer systems.	2.77	38.1	3.46	45.9	85.3%
154	Use map book to identify and assign proper location and code.	2.72	34.0	3.45	45.4	88.6%
110	Document equipment malfunctions.	2.92	48.5	3.43	44.8	85.6%
59	Coordinate telecommunications related to high speed pursuit.	3.96	97.4	3.43	44.3	75.9%
179	Communicate with callers, citizens, and/or inmates who are non-English speaking.	2.85	45.4	3.39	43.8	68.8%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
105	Query specialized databases (e.g., information regarding locations, suspects, court orders, hazards, etc.).	3.13	60.8	3.36	43.3	76.9%
113	Generate reports by computer (e.g., summary report of officer-generated activity, number of calls per beat, etc.).	2.27	9.3	3.35	42.8	78.9%
185	Notify department holding a warrant on an inmate.	3.15	62.4	3.30	42.3	92.4%
180	Review standard operating procedures and policies.	3.09	59.8	3.27	41.8	81.7%
50	Use "emergency ring-down phones" to pass information/alerts.	2.76	37.1	3.26	41.2	85.0%
84	Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.	4.05	98.5	3.24	40.7	70.6%
68	Explain department procedures and policies to the public.	2.43	16.0	3.24	40.2	78.5%
48	Fill out forms to update/correct ANI/ALI entries.	3.09	59.3	3.23	39.7	85.6%
58	Contact and maintain communications with appropriate agency personnel involved in a disaster situation.	3.94	96.4	3.22	39.2	66.7%
15	Maintain contact with barricaded person or other crisis to calm and soothe person until specialized units can take over.	3.95	96.9	3.21	38.7	55.5%
107	Check and confirm the accuracy of outgoing warrants.	3.27	73.2	3.19	38.1	75.0%
75	Monitor and respond to other public service radio transmissions.	3.00	53.6	3.19	37.6	89.0%
117	Maintain specialized logs or information database (e.g., medical incidents, problem addresses, restraining orders, etc.).	2.82	43.8	3.11	37.1	76.4%
139	Maintain equipment.	3.05	56.7	3.06	36.6	72.6%
53	Receive opening/closing security calls and check to ensure proper authorization or code.	2.84	44.3	2.98	36.1	93.4%
69	Explain procedures to the public on how to obtain legal information.	2.28	10.3	2.95	35.6	76.6%
78	Monitor and respond to alarm systems.	3.13	61.3	2.94	35.1	93.4%
125	Prepare summary reports (e.g., types of incidents, equipment dispatched, and disposition of incidents).	2.36	13.9	2.85	34.5	72.1%
85	Read and understand your specific agency's local/area disaster response plans to determine roles and responsibilities for the dispatcher in the plan.	3.53	84.5	2.78	34.0	64.5%
114	Maintain business directory.	2.18	6.2	2.78	33.5	83.9%
153	Use keyboard to enter data from dispatch cards into computerized records system.	2.70	32.5	2.78	33.0	88.7%
115	Maintain directory of services provided by other agencies.	2.23	8.2	2.75	32.5	81.8%
62	Use portable radio or alternative system to dispatch if regular system is down.	3.61	89.2	2.73	32.0	85.3%



Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
71	Inform citizens of the actions to take in hazardous situations (e.g., chemical spills, severe weather).	3.61	89.7	2.70	31.4	64.9%
51	Observe audio and/or visual alarm panel to identify alarm and location, and send appropriate response.	3.02	54.1	2.70	30.9	90.7%
146	Provide on-the-job training to new dispatchers.	3.54	85.6	2.62	30.4	44.5%
1	Receive in-person complaints and requests from the public (e.g., public counter).	2.74	35.1	2.62	29.9	88.4%
182	Complete a shift report.	2.35	13.4	2.59	29.4	81.1%
168	Inspect audio/video communications equipment for proper operation.	2.63	28.4	2.56	28.9	67.6%
116	Maintain complaint history file.	2.38	14.4	2.54	28.4	78.2%
134	Attend in-service training sessions.	2.92	47.9	2.50	27.8	84.4%
149	Explain and demonstrate complaint/dispatching procedures to public safety personnel, (e.g., law enforcement firefighters, EMS, etc.).	2.82	43.3	2.43	27.3	59.6%
194	Receive In-Service training on new laws concerning 911 Centers and telecommunicators.	3.20	67.5	2.37	26.8	70.1%
127	Request criminal history records from other agencies.	2.65	28.9	2.25	26.3	69.3%
164	Attend meetings/briefings relevant to dispatch operations (e.g., law enforcement, firefighting, EMS, etc., as assigned).	2.75	36.6	2.24	25.8	71.7%
109	Complete telephone-trace procedures.	2.62	27.8	2.23	25.3	71.0%
175	Participate in annual In-Service Training.	2.93	49.5	2.21	24.7	78.0%
67	Provide information about incidents to the media with proper authorization.	2.68	30.4	2.19	24.2	75.2%
192	Perform supervisory functions as delegated.	3.17	66.0	2.16	23.7	43.8%
186	Attend staff meetings.	2.61	25.8	2.15	23.2	84.8%
18	Receive and handle TDD calls (e.g., hearing impaired, deaf, or speech impaired) using TDD equipment.	3.92	95.9	2.12	22.7	76.6%
158	Provide information to the public as to the proper authority and process concerning the issuing of licenses and permits.	2.02	2.6	2.09	22.2	72.3%
126	Purge designated files as directed.	2.69	30.9	2.08	21.6	58.9%
137	Distribute information within the department (e.g., wanted posters, subpoenas, warrant work sheets, alarm applications, etc.).	2.43	14.9	2.08	21.1	82.5%
79	Monitor and respond to civil defense networks/warning systems.	3.35	76.8	2.05	20.6	72.1%
130	Type information from written documents (e.g., incident information, correspondence).	2.31	11.3	2.05	20.1	76.2%
132	Write or type intra-department memos when required.	2.34	12.4	2.02	19.6	74.5%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
83	Participate in emergency/disaster "drills."	2.98	53.1	2.00	19.1	70.9%
174	Receive training regarding the sexual harassment policy.	2.78	38.7	1.94	18.6	79.6%
161	Process warrants, route paperwork and complete computer data input.	2.53	21.6	1.89	18.0	70.4%
159	Maintain department files for warrants, arrests, citations, and parking tickets.	2.56	23.7	1.86	17.5	74.0%
190	Assist the departmental training officer.	2.51	20.6	1.86	17.0	53.3%
171	Make adjustments as necessary to television surveillance equipment.	2.43	15.5	1.85	16.5	66.7%
170	Check emergency power supply.	3.04	55.7	1.84	16.0	67.3%
181	Inventory forms or other administrative supplies.	2.07	4.6	1.82	15.5	82.9%
173	Conduct "field" (post-basic) training for new telecommunicators.	2.96	51.0	1.75	14.9	50.5%
165	Lift or move heavy objects.	1.61	1.0	1.69	14.4	91.0%
135	Change audio tapes.	2.76	37.6	1.68	13.9	61.5%
150	Prepare maps, charts, and other materials (e.g., for training exercises and training aids).	2.57	24.2	1.58	13.4	51.4%
184	Stand continuously for more than half a shift.	1.90	2.1	1.57	12.9	95.1%
129	Make copies of tape recordings.	2.75	35.6	1.55	12.4	51.9%
178	Participate in AED (Automated External Defibrillator) Training.	2.52	21.1	1.50	11.9	55.8%
189	Record officer/employee personal injury sustained while on duty.	2.79	39.7	1.49	11.3	62.7%
136	Conduct tours of the facility.	1.72	1.5	1.48	10.8	73.3%
147	Provide classroom training to dispatchers and other personnel.	3.24	71.6	1.47	10.3	49.1%
172	Inspect and test all safety equipment to include fire and smoke detectors.	2.70	33.0	1.45	9.8	65.7%
188	Walk continuously for more than half a shift.	1.60	0.5	1.44	9.3	92.9%
148	Provide training to student assistants or volunteers.	2.56	23.2	1.43	8.8	56.4%
73	Testify in court.	3.23	71.1	1.40	8.2	59.6%
128	Review documents and materials to prepare to testify in court.	2.98	52.6	1.40	8.2	61.3%
177	Participate in Bi-lingual education.	2.44	16.5	1.36	7.2	57.3%
151	Make presentations to the public regarding emergency communications.	2.48	18.0	1.35	6.7	48.1%
96	Conduct civil defense tests.	2.45	17.5	1.34	6.2	69.6%
76	Monitor and respond to CB/HAM radio transmissions.	2.05	4.1	1.32	5.7	72.0%
152	Participate in peer counseling (e.g., post-trauma stress emotional problem).	2.86	45.9	1.32	5.2	51.5%
191	Serve as departmental instructor.	2.61	26.3	1.30	4.6	41.6%
155	Control electronically operated jail doors.	2.59	24.7	1.29	4.1	69.1%
77	Monitor and respond to marine radio transmissions.	2.09	5.2	1.29	3.6	75.0%

<b>Item #</b>	<b>Job Task Item</b>	<b>Mean Criticality</b>	<b>Percentile of Criticality</b>	<b>Mean Frequency</b>	<b>Percentile of Frequency</b>	<b>Percent for Basic Training</b>
138	Issue communications equipment.	2.34	12.4	1.28	3.1	66.7%
157	Assist with the service of criminal subpoenas.	2.20	7.2	1.20	2.6	64.3%
156	Assist with the service of civil papers.	2.03	3.6	1.16	2.1	65.6%
160	Maintain subpoena control log for Freedom of Information Requests.	2.28	9.8	1.15	1.5	56.7%
163	Transcribe law enforcement reports.	2.20	6.7	1.15	1.0	64.9%
162	Take photographs (e.g., during booking process).	2.03	3.1	1.12	0.5	69.8%

**Appendix G. 2005 South Carolina E-911 Telecommunications Operator Job Task Analysis Items: Tasks Listed in Descending Order by Percent Indicating the Job Task Should be Addressed in Basic Training**

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
55	Use military time to facilitate communication/transmission.	2.34	12.9	5.00	100.0	98.2%
65	Provide general information to the public (e.g., phone numbers, agency services).	2.15	5.7	4.87	89.2	98.2%
133	Answer and route routine business calls.	2.25	8.8	4.57	73.7	98.1%
56	Use civilian or military phonetic alphabet to facilitate communication/transmission.	2.51	19.1	4.94	94.3	97.3%
17	Receive and handle false and/or nuisance calls.	2.53	22.2	4.69	80.4	97.3%
131	Type information received verbally.	2.84	44.8	4.40	69.6	97.2%
22	Communicate with intoxicated citizen.	2.71	33.5	4.49	71.6	96.4%
97	Use resource materials to obtain specific requested information for field units (e.g., codes numbers, criss-cross [city] directories, telephone directories).	2.81	42.3	4.68	79.9	96.4%
93	Dispatch or notify other public service agencies of calls for service (e.g., utilities, traffic signals, trees, etc.).	2.97	52.1	4.49	72.2	96.4%
145	Route messages to department units.	2.51	19.6	4.20	64.4	96.3%
183	Sit continuously for more than half a shift.	2.23	7.7	4.12	61.9	96.2%
36	Follow up on abandoned/911 hang up calls, and if applicable administrative lines.	3.41	79.4	4.92	93.3	95.5%
184	Stand continuously for more than half a shift.	1.90	2.1	1.57	12.9	95.1%
11	Use words and terms associated with effective interpersonal skills, and avoid jargon and technical slang.	2.88	46.4	4.98	98.5	94.6%
112	Issue case and/or incident numbers.	2.62	26.8	4.74	82.0	94.5%
140	Maintain the cleanliness and order of the communications center.	2.56	22.7	4.86	88.1	94.4%
44	Familiarize yourself with your agencies equipment (e.g., CAD, fax, paging system, radio, etc.).	3.13	61.9	4.90	91.2	93.8%
89	Record/review roster of units and their districts to assign work efficiently.	2.66	29.4	4.67	78.4	93.6%
166	Operate internal communications equipment.	2.80	41.2	4.02	57.2	93.6%
53	Receive opening/closing security calls and check to ensure proper authorization or code.	2.84	44.3	2.98	36.1	93.4%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
78	Monitor and respond to alarm systems.	3.13	61.3	2.94	35.1	93.4%
188	Walk continuously for more than half a shift.	1.60	0.5	1.44	9.3	92.9%
43	Monitor transferred call until connection is ensured.	3.23	70.6	4.92	93.8	92.9%
86	Perform radio checks for all agencies monitored.	2.69	31.4	3.96	54.6	92.7%
123	Prepare general broadcast bulletins.	2.69	32.0	3.78	51.0	92.6%
185	Notify department holding a warrant on an inmate.	3.15	62.4	3.30	42.3	92.4%
167	Monitor closed circuit television surveillance equipment.	2.67	29.9	3.67	46.9	92.2%
54	Use approved codes or clear speech to conduct communications/transmissions.	3.15	62.9	4.91	91.8	91.9%
90	Brief incoming dispatch personnel to ensure their knowledge of current and previous activities.	3.15	63.9	4.89	90.7	91.9%
33	Obtain full complaint-dispatching information from anonymous caller/witness or refer appropriately.	3.03	54.6	4.66	77.8	91.9%
34	Summarize incident information for dispatching purposes.	2.80	41.8	4.92	93.3	91.8%
66	Provide information about incidents to authorized personnel.	2.94	50.5	4.81	84.5	91.7%
143	Perform general office assistance assignments.	2.30	10.8	3.75	49.5	91.6%
10	Speak clearly and distinctly on radio/telephone to communicate effectively.	3.39	78.4	5.00	100.0	91.1%
165	Lift or move heavy objects.	1.61	1.0	1.69	14.4	91.0%
87	Determine initial appropriate personnel and resources to dispatch to incident.	3.45	80.4	4.92	92.3	91.0%
60	Use maps, street files, etc., to identify locations.	3.06	57.2	4.84	86.1	90.9%
95	Broadcast all points bulletins.	3.20	67.5	4.04	58.2	90.8%
51	Observe audio and/or visual alarm panel to identify alarm and location, and send appropriate response.	3.02	54.1	2.70	30.9	90.7%
124	Log shift roster of assigned field units.	2.45	17.0	3.97	55.2	90.7%
3	Quickly and accurately record notes on screen or card legibly and concisely.	3.26	72.7	4.84	87.6	90.2%
35	Enter complaint information into computer system.	3.04	56.2	4.79	83.5	90.1%
81	Monitor pending complaints and incidents.	3.16	65.5	4.53	73.2	90.0%
88	Review location of units to select vehicle that is closest and available to handle call for service and dispatch accordingly.	3.08	58.8	4.66	77.3	89.9%
57	Troubleshoot telecommunications equipment problems (e.g., load paper, fix jams, etc.).	2.51	20.1	4.38	68.0	89.9%
122	Make entries in activity log (e.g., calls received or dispatched).	2.80	40.7	4.09	60.8	89.9%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
121	Maintain towing agency rotation log.	2.49	18.6	3.95	54.1	89.8%
70	Update citizens of the status of their complaint/incident, if it is an active call.	2.60	25.3	3.71	48.5	89.7%
61	Demonstrate map reading skills to include providing street directions.	2.89	46.9	4.59	74.2	89.2%
75	Monitor and respond to other public service radio transmissions.	3.00	53.6	3.19	37.6	89.0%
187	Adhere to facility policy concerning contacts with the media.	3.07	58.2	4.25	65.5	88.7%
153	Use keyboard to enter data from dispatch cards into computerized records system.	2.70	32.5	2.78	33.0	88.7%
154	Use map book to identify and assign proper location and code.	2.72	34.0	3.45	45.4	88.6%
2	Receive telephone complaints and requests from the public, process and refer to proper agencies and contacts.	3.34	75.8	4.74	83.0	88.4%
72	Provide requested information to other authorized departments and agencies.	2.94	50.5	4.68	79.4	88.4%
1	Receive in-person complaints and requests from the public (e.g., public counter).	2.74	35.1	2.62	29.9	88.4%
26	Obtain full complaint-dispatching information for law enforcement services.	3.51	84.0	4.74	82.5	88.3%
4	Receive complaints and requests from other agencies, and handle the complaint.	3.19	66.5	4.33	66.5	88.3%
91	Dispatch field units by means of radio/computer (digital) transmission to call(s) for service.	3.33	75.3	4.71	81.4	88.2%
82	Record, monitor, coordinate, and update status information for multiple field units, agencies, and incidents.	3.46	81.4	4.67	78.9	87.4%
5	Receive field unit initiated calls for service and/or requests (e.g., citizen flag-down) on view.	3.36	77.3	4.64	76.3	87.4%
74	Monitor and respond to radio/computer transmissions from all field units.	3.86	94.3	4.82	85.1	87.3%
42	Use call entry system (CAD or card system) dispatch system to switch messages from one screen to another in a different location (e.g., police to fire department).	2.82	42.8	4.04	57.7	87.3%
6	Receive and process requests from field units.	3.39	78.9	4.96	96.4	86.6%
13	Calm emotionally upset citizen.	3.06	57.7	4.84	86.6	86.5%
98	Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).	3.54	85.1	4.14	62.4	86.4%
142	Monitor station/facility security system (e.g., alarms, closed circuit TV system).	2.79	39.2	3.74	49.0	86.3%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
29	Acquire and relay description of persons to field units (e.g., missing persons, suspects, and patient).	3.55	86.6	4.95	95.9	85.7%
20	Receive, prioritize, and handle multiple tasks related to call taking and dispatching.	3.61	88.7	4.94	95.4	85.6%
110	Document equipment malfunctions.	2.92	48.5	3.43	44.8	85.6%
48	Fill out forms to update/correct ANI/ALI entries.	3.09	59.3	3.23	39.7	85.6%
144	Restart computer systems.	2.77	38.1	3.46	45.9	85.3%
62	Use portable radio or alternative system to dispatch if regular system is down.	3.61	89.2	2.73	32.0	85.3%
176	Maintain security of sensitive and/or confidential materials.	3.47	82.5	4.23	64.9	85.0%
50	Use "emergency ring-down phones" to pass information/alerts.	2.76	37.1	3.26	41.2	85.0%
141	Monitor building security on closed circuit TV.	2.93	49.0	4.06	59.8	84.9%
12	Exercise calm and reasoned judgment in stressful situations.	3.62	90.7	4.98	99.0	84.8%
186	Attend staff meetings.	2.61	25.8	2.15	23.2	84.8%
38	Identify appropriate response agency based on need and geographic location.	3.32	74.2	4.94	94.8	84.5%
118	Maintain confidentiality of files and records.	3.45	80.9	4.35	67.5	84.4%
134	Attend in-service training sessions.	2.92	47.9	2.50	27.8	84.4%
114	Maintain business directory.	2.18	6.2	2.78	33.5	83.9%
47	Verify ANI and ALI systems to identify and locate caller.	3.60	87.6	4.88	90.2	83.8%
63	Identify and follow federal, state, and local regulations related to public safety dispatch operations.	3.24	72.2	4.87	89.7	83.8%
28	Establish points of contact with field units to check on status or for safety check.	3.63	91.2	4.81	84.0	83.6%
25	Identify civil vs. criminal situations for appropriate response (referral or dispatch of law enforcement, fire, or rescue.)	2.79	40.2	4.71	80.9	83.0%
41	Listen to phone caller, read screen, transmit, key-in information and speak to response unit to complete the dispatch process.	3.50	83.5	4.98	98.5	82.9%
16	Handle abusive citizen (e.g., irate, hostile, rude, obscene).	3.04	55.2	4.65	76.8	82.9%
181	Inventory forms or other administrative supplies.	2.07	4.6	1.82	15.5	82.9%
169	Determine who will be allowed within the secured perimeter (e.g., verify the identity of the person entering the 911 center).	3.50	83.5	4.34	67.0	82.7%
137	Distribute information within the department (e.g., wanted posters, subpoenas, warrant work sheets, alarm applications, etc.).	2.43	14.9	2.08	21.1	82.5%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
7	Obtain initial complaint-screening information from victims, witness, or personnel from other agencies, and verify pertinent information (e.g., location, call back, name, and incident type, etc.).	3.82	93.8	4.97	96.9	82.1%
31	Obtain full complaint-dispatching information for fire emergencies.	3.70	92.8	4.38	68.6	82.1%
46	Comprehend and adhere to Federal Communications Rules and Regulations.	3.16	64.4	4.84	87.1	82.0%
14	Communicate effectively with person in crisis and/or panic situations.	3.60	88.1	4.84	85.6	81.8%
99	Query database for vehicle license, registration, and stolen vehicle information.	3.33	74.7	4.63	75.8	81.8%
115	Maintain directory of services provided by other agencies.	2.23	8.2	2.75	32.5	81.8%
94	Coordinate and contact with other agencies to request mutual aid assistance.	3.23	70.6	4.05	59.3	81.7%
92	Dispatch specialized law enforcement unit(s) to calls for service, (e.g., SWAT, canine, investigators, etc.).	3.34	76.3	3.82	52.1	81.7%
180	Review standard operating procedures and policies.	3.09	59.8	3.27	41.8	81.7%
182	Complete a shift report.	2.35	13.4	2.59	29.4	81.1%
52	Recognize "duress" signal from field units and initiate proper response.	4.24	99.5	3.85	53.6	81.1%
108	Complete data entry forms (e.g., stolen vehicle, lost or found property, firearms, etc.).	3.15	63.9	4.05	58.8	80.7%
24	Communicate with special needs citizens (e.g., speech-impaired, children, mentally handicapped, elderly citizens, etc.).	3.62	90.2	4.18	62.9	80.2%
111	Enter or update information in computer database (e.g., stolen vehicle, property, etc).	3.21	68.6	4.01	56.7	80.2%
174	Receive training regarding the sexual harassment policy.	2.78	38.7	1.94	18.6	79.6%
101	Query database for driver's license information.	3.16	64.9	4.60	74.7	79.1%
102	Query database for information regarding wants and warrants.	3.41	79.9	4.40	69.1	79.1%
103	Query database for stolen property information.	3.22	69.6	4.18	63.9	79.1%
104	Query database for gun information.	3.29	73.7	3.84	52.6	79.1%
113	Generate reports by computer (e.g., summary report of officer-generated activity, number of calls per beat, etc.).	2.27	9.3	3.35	42.8	78.9%
68	Explain department procedures and policies to the public.	2.43	16.0	3.24	40.2	78.5%
27	Identify/evaluate possible risks to units responding to incident and transmit such information (e.g., person with a weapon, hazardous materials, etc.).	4.31	100.0	4.87	89.2	78.4%
64	Identify general liability related to public safety dispatch operations.	3.21	68.0	4.51	72.7	78.2%



Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
116	Maintain complaint history file.	2.38	14.4	2.54	28.4	78.2%
120	Maintain records of teletypes sent and received.	2.75	36.1	3.75	50.0	78.0%
175	Participate in annual In-Service Training.	2.93	49.5	2.21	24.7	78.0%
105	Query specialized databases (e.g., information regarding locations, suspects, court orders, hazards, etc.).	3.13	60.8	3.36	43.3	76.9%
69	Explain procedures to the public on how to obtain legal information.	2.28	10.3	2.95	35.6	76.6%
37	Be conscious of job stress and use stress management techniques to maintain self control and effectiveness.	3.13	60.3	4.47	71.1	76.6%
18	Receive and handle TDD calls (e.g., hearing impaired, deaf, or speech impaired) using TDD equipment.	3.92	95.9	2.12	22.7	76.6%
117	Maintain specialized logs or information database (e.g., medical incidents, problem addresses, restraining orders, etc.).	2.82	43.8	3.11	37.1	76.4%
130	Type information from written documents (e.g., incident information, correspondence).	2.31	11.3	2.05	20.1	76.2%
45	Conference or patch together phone lines or a radio frequency and phone line to enable communication.	2.62	27.3	4.26	66.0	75.9%
59	Coordinate telecommunications related to high speed pursuit.	3.96	97.4	3.43	44.3	75.9%
40	Identify need for specialized resources (e.g., poison control, hazardous materials team, etc.).	3.54	86.1	3.64	46.4	75.5%
100	Query database for criminal history information (e.g., federal, state, local).	3.38	77.8	4.09	61.3	75.2%
67	Provide information about incidents to the media with proper authorization.	2.68	30.4	2.19	24.2	75.2%
8	Collect, analyze, prioritize, and process 911 calls.	4.01	97.9	4.98	97.4	75.0%
107	Check and confirm the accuracy of outgoing warrants.	3.27	73.2	3.19	38.1	75.0%
77	Monitor and respond to marine radio transmissions.	2.09	5.2	1.29	3.6	75.0%
119	Maintain maps, cross-street directories, and resource material.	2.73	34.5	3.77	50.5	74.8%
193	Have an understanding of and adhere to Health Insurance Portability and accountability Act of 1996 (HIPAA) restrictions.	2.96	51.5	3.67	47.4	74.5%
132	Write or type intra-department memos when required.	2.34	12.4	2.02	19.6	74.5%
106	Use tape recall system to recollect dispatch or make record of "difficult" call.	2.90	47.4	3.98	55.7	74.3%
159	Maintain department files for warrants, arrests, citations, and parking tickets.	2.56	23.7	1.86	17.5	74.0%
136	Conduct tours of the facility.	1.72	1.5	1.48	10.8	73.3%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
30	Obtain full complaint-dispatching information for medical or trauma emergencies.	3.67	92.3	4.18	63.4	73.0%
139	Maintain equipment.	3.05	56.7	3.06	36.6	72.6%
158	Provide information to the public as to the proper authority and process concerning the issuing of licenses and permits.	2.02	2.6	2.09	22.2	72.3%
125	Prepare summary reports (e.g., types of incidents, equipment dispatched, and disposition of incidents).	2.36	13.9	2.85	34.5	72.1%
79	Monitor and respond to civil defense networks/warning systems.	3.35	76.8	2.05	20.6	72.1%
76	Monitor and respond to CB/HAM radio transmissions.	2.05	4.1	1.32	5.7	72.0%
164	Attend meetings/briefings relevant to dispatch operations (e.g., law enforcement, firefighting, EMS, etc., as assigned).	2.75	36.6	2.24	25.8	71.7%
32	Obtain full complaint-dispatching information for hazards (e.g., chemical spills, power line down, flooded street, etc.)	4.09	99.0	3.84	53.1	71.4%
109	Complete telephone-trace procedures.	2.62	27.8	2.23	25.3	71.0%
83	Participate in emergency/disaster "drills."	2.98	53.1	2.00	19.1	70.9%
84	Recognize a disaster situation and obtain sufficient information to alert and dispatch the appropriate resources.	4.05	98.5	3.24	40.7	70.6%
161	Process warrants, route paperwork and complete computer data input.	2.53	21.6	1.89	18.0	70.4%
194	Receive In-Service training on new laws concerning 911 Centers and telecommunicators.	3.20	67.5	2.37	26.8	70.1%
162	Take photographs (e.g., during booking process).	2.03	3.1	1.12	0.5	69.8%
96	Conduct civil defense tests.	2.45	17.5	1.34	6.2	69.6%
39	Recognize necessity to notify specific persons or agencies of unusual situations (e.g., multiple casualties, hazardous materials spills, etc).	3.71	93.3	4.09	60.3	69.4%
127	Request criminal history records from other agencies.	2.65	28.9	2.25	26.3	69.3%
80	Monitor, transmit, and respond to teletype messages (e.g., NCIC, CJICS).	3.56	87.1	4.41	70.1	69.1%
155	Control electronically operated jail doors.	2.59	24.7	1.29	4.1	69.1%
179	Communicate with callers, citizens, and/or inmates who are non-English speaking.	2.85	45.4	3.39	43.8	68.8%
19	Receive and handle request for assistance from non-English speaking citizen.	3.46	82.0	3.70	47.9	68.8%
168	Inspect audio/video communications equipment for proper operation.	2.63	28.4	2.56	28.9	67.6%
170	Check emergency power supply.	3.04	55.7	1.84	16.0	67.3%
49	Refer to NCIC and other computer system manuals to identify and follow proper entry/retrieval/erasure requirements.	3.22	69.1	3.80	51.5	67.3%

Item #	Job Task Item	Mean Criticality	Percentile of Criticality	Mean Frequency	Percentile of Frequency	Percent for Basic Training
58	Contact and maintain communications with appropriate agency personnel involved in a disaster situation.	3.94	96.4	3.22	39.2	66.7%
171	Make adjustments as necessary to television surveillance equipment.	2.43	15.5	1.85	16.5	66.7%
138	Issue communications equipment.	2.34	12.4	1.28	3.1	66.7%
172	Inspect and test all safety equipment to include fire and smoke detectors.	2.70	33.0	1.45	9.8	65.7%
156	Assist with the service of civil papers.	2.03	3.6	1.16	2.1	65.6%
21	Assists caller to provide initial, pre-arrival instructions to victims of accident, illness, or crime.	3.63	91.8	4.44	70.6	65.5%
163	Transcribe law enforcement reports.	2.20	6.7	1.15	1.0	64.9%
9	Advise caller on appropriate action to take prior to the arrival of response unit(s), (e.g., police, fire, EMS, EMD and Hazmat).	3.88	94.8	4.62	75.3	64.9%
71	Inform citizens of the actions to take in hazardous situations (e.g., chemical spills, severe weather).	3.61	89.7	2.70	31.4	64.9%
85	Read and understand your specific agency's local/area disaster response plans to determine roles and responsibilities for the dispatcher in the plan.	3.53	84.5	2.78	34.0	64.5%
157	Assist with the service of criminal subpoenas.	2.20	7.2	1.20	2.6	64.3%
23	Communicate with mentally unstable or suicidal citizen.	3.89	95.4	3.99	56.2	64.0%
189	Record officer/employee personal injury sustained while on duty.	2.79	39.7	1.49	11.3	62.7%
135	Change audio tapes.	2.76	37.6	1.68	13.9	61.5%
128	Review documents and materials to prepare to testify in court.	2.98	52.6	1.40	8.2	61.3%
73	Testify in court.	3.23	71.1	1.40	8.2	59.6%
149	Explain and demonstrate complaint/dispatching procedures to public safety personnel, (e.g., law enforcement firefighters, EMS, etc.).	2.82	43.3	2.43	27.3	59.6%
126	Purge designated files as directed.	2.69	30.9	2.08	21.6	58.9%
177	Participate in Bi-lingual education.	2.44	16.5	1.36	7.2	57.3%
160	Maintain subpoena control log for Freedom of Information Requests.	2.28	9.8	1.15	1.5	56.7%
148	Provide training to student assistants or volunteers.	2.56	23.2	1.43	8.8	56.4%
178	Participate in AED (Automated External Defibrillator) Training.	2.52	21.1	1.50	11.9	55.8%
15	Maintain contact with barricaded person or other crisis to calm and soothe person until specialized units can take over.	3.95	96.9	3.21	38.7	55.5%
190	Assist the departmental training officer.	2.51	20.6	1.86	17.0	53.3%
129	Make copies of tape recordings.	2.75	35.6	1.55	12.4	51.9%
152	Participate in peer counseling (e.g., post-trauma stress emotional problem).	2.86	45.9	1.32	5.2	51.5%

<b>Item #</b>	<b>Job Task Item</b>	<b>Mean Criticality</b>	<b>Percentile of Criticality</b>	<b>Mean Frequency</b>	<b>Percentile of Frequency</b>	<b>Percent for Basic Training</b>
150	Prepare maps, charts, and other materials (e.g., for training exercises and training aids).	2.57	24.2	1.58	13.4	51.4%
173	Conduct "field" (post-basic) training for new telecommunicators.	2.96	51.0	1.75	14.9	50.5%
147	Provide classroom training to dispatchers and other personnel.	3.24	71.6	1.47	10.3	49.1%
151	Make presentations to the public regarding emergency communications.	2.48	18.0	1.35	6.7	48.1%
146	Provide on-the-job training to new dispatchers.	3.54	85.6	2.62	30.4	44.5%
192	Perform supervisory functions as delegated.	3.17	66.0	2.16	23.7	43.8%
191	Serve as departmental instructor.	2.61	26.3	1.30	4.6	41.6%